

**National Change of Address (NCOA)
Partnership in Tomorrow
August 14, 2001
Minutes**

Slide 2 Processing Acknowledgement Forms

- Frequently Asked Questions (FAQ) List:

A list of FAQs concerning scenarios as to when a broker and/or a list administrator must sign the Processing Acknowledgement Form (PAF) was distributed at the meeting. A corrected copy of that handout is attached as **Attachment 1**. This copy reflects corrections concerning the numbering of the Q&As.

- Submission of PAFs to NCSC should continue (Only new PAF forms will be accepted):

Effective July 1, 2001, licensees were instructed to begin using the new version of the PAF. After this date, if an older copy of the PAF is submitted to the NCSC, it will be returned and the licensee must obtain the correct version of the PAF from the customer.

- Obtain interactive Acrobat and Word documents at www.ribbs.usps.gov/files/vendors:

Licensees are encouraged to obtain the electronic, interactive versions of the PAF. The NCSC is making every effort in getting away from handwritten PAFs. We encourage licensees to supply their customers with these electronic versions so that they can submit 'typed' copies of the PAF.

Slide 3 Advertising

- Submit to the NCSC for review & approval:

Submit for review and approval forms of advertising that reference the National Change of Address (NCOA) licensed product. This is in order to assure that prospective purchasers are not misled by any aspect of the advertising and the method of sale of NCOA matching services, and specifically to assure that the relationship between the Licensee and Licensor is correctly represented.

- Section 8, approval of Advertising & Method of Sale defines advertising as:

Licensee's public disclosures concerning a product, including proposed copy for news releases, radio, television, magazine and newspaper advertisements, and direct mail solicitations.

Slides 4 and 5: Monthly/Weekly Reports

Hardcopy printouts of the Monthly/Weekly NCOA reports will no longer be required; however, the electronic copies are required. Changes have been made to the Customer Service Log, and the LACS log. You may discontinue sending the electronic copy of the NIXIE Customer Service Log because this information has been incorporated in the NCOA CSL. Please refer to the following table that indicates how certain reports will change and what can be discontinued. **Attachment 2** is a copy of the layout changes of these reports. These changes will be effective January 1, 2002.

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REPORTS	NCOA		NIXIE (NES)		LACS	
	Hardcopy	Electronic	Hardcopy	Electronic	Hardcopy	Electronic
Customer Service Log	Discontinue	Continue (see layout changes)	Discontinue	Discontinue (added to NCOA layout)	Discontinue	Continue (see layout changes)
Activity Report	Discontinue	N/A	Discontinue	N/A	Discontinue	N/A
NDI Report	Discontinue	Continue (Also add counts to CSL layout)	N/A	N/A	N/A	N/A
48 Month Activity Report	Discontinue	Continue	N/A	N/A	N/A	N/A
Broker/Agent File	N/A	Continue	N/A	N/A	N/A	N/A
Update Statistics	Discontinue	Continue	N/A	N/A	Discontinue	Continue
DPV Statistics	N/A	Begin new report	N/A	N/A	N/A	N/A

Slide 6 Monthly/Weekly Reports

- DPV Statistics

DPV processing will be a requirement for NCOA licensees and will become effective on August 1, 2002, to coincide with the CASS cycle. DPV will be provided to the licensees via their CASS address matching software author. If you do not utilize a CASS software vendor and you write your own software, the NCSC will furnish the DPV product for you to integrate into your NCOA processing. DPV processing should be done on each customer list against the input address as part of the CASS process as described in the DPV license. This will provide statistical information concerning the quality of addresses on the address list. Attachment 3 is a copy of the DPV statistics that will be required on a monthly basis and must be submitted to the NCSC along with your other NCOA reports.

As information, the NCSC started DSF confirming the new side address in the NCOA data in the fall of 2000. As stated in the Partnership in Tomorrow meeting, DPV will be provided to the licensee to incorporate into their NCOA processing at no charge. However, if the licensee chooses to become a licensed DPV Product provider, they will have to submit an application, go through the certification process and if certified, then they will pay an annual \$10,000 fee.

Slide 7 On-Site Audits

When on-site audits are performed, at a minimum, we will review security documentation, administrative reports, Customer Service Logs, and Processing Acknowledgement Forms, as well as a walk-through of your facility. We will also discuss our analysis of the monthly report data as

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it pertains to match percentages, missing data/files, etc. We will require that any discrepancies noted as part of the on-site audit be corrected within an announced timeframe.

Slide 8 Miscellaneous

- No off-site storage of the NCOA master file

Once again, make sure that you are not making a copy of the master file and/or storing it at an off-site location. The NCSC will be your 'backup' if you ever have a need to replace the master file for any reason.

- Novations:

Sections 13 and 14 of the license agreement prohibit the assignment, sell, transfer or disclosure of the NCOA tape to any third-party without the express written permission of the Postal Service. If you are in a situation that will involve a "buy-out", merger, consolidation, etc., then you must notify the Contracting Officer (CO). You must submit certain documentation to the CO with a copy to the NCSC. You can request a copy of the document that will have to be completed from the NCSC, just ask for the Novation documentation.

- Proprietary/house files containing old & new addresses:

Attachment 9 is a copy of the original Q&As that address the issue of licensees and their proprietary/house files. Please refer to this list to understand the stand the NCSC takes concerning proprietary/house files as they pertain to the NCOA process. If a licensee processes a proprietary/house file via the NCOA process their tax identification number (TIN) **MUST** be included in the customer service log data.

- Minimum processing of 100 records:

On occasion, the NCSC has a need to submit less than 100 records to licensees for processing via their NCOA process to see how their system processes the record. We expect that you will require a signed PAF from us and that the CSL will reflect the information as well. Bear in mind that this is the only time that you are allowed to process less than 100 records through the NCOA process.

- Outsourcing computer operations:

Section 13, Nondisclosure, of the license agreement strictly prohibits the selling, transfer, or disclosure of the NCOA tape to any third party without the written permission of the Postal Service. The Postal Service is making an effort to accommodate the way the business world is now progressing as it pertains to outsourcing. Therefore, if your organization is looking to outsource your computer operations to a third party and the NCOA process would be involved in this outsourcing, then, at a minimum, you will be required to:

- Obtain a third-party security review of your NCOA process at your expense. A list of companies that have been approved via the Postal Service to perform these reviews will be provided. However, if you have a different company that you would like to utilize for the security review, then you must send that information to the NCSC for review and approval before you retain them.
- Incorporate additional language in the agreement with the licensee and the outsourcing company. At a minimum, the language will reference the Privacy Act that the licensees are bound by in their license agreement with the Postal Service.

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Slide 9

Attachment 4 is a copy of the NCOA and *FASTforward*[®] statistics for your information and review. We have also included a list of contacts at the NCSC for your convenience.

Slide 10

The NCSC is analyzing the data that is being submitted via the electronic reports. One of the reports is an analysis of the total records processed and the total records matched from the CSL file. We are particularly interested in making sure that your processes are working properly as you have them set up to process and match records through the NCOA process. If we do not go over these reports at an on-site review, we will submit them to you for your information and will require an explanation. For instance, in analyzing your percent of match rate, in the report below, we would require that you explain why your percentage of match rate is either excessively high (or excessively low) for that particular file processed. Below is an example of a match rate that was excessively high:

<u>Records Processed</u>	<u>Matched</u>	<u>Match Rate</u>
1,506,280	1,223,797	81%
13,564,866	8,016,827	59 %
105,852	22,233	21 %
420,191	268,776	64 %
459,682	164,207	36 %
752,822	337,948	45 %

Slides 11-20 NCOA Database Enhancements

- LACS Conversion Modification (Slides 12-13):

The NCOA file process has been modified to change all new side addresses that have been changed as a result of a 911 conversion. The update file received the week of August 20 contained transactions to correct approximately 220,000 change-of-address records that contained new side addresses that had been converted.

- Modified Name Parsing (Slides 14-17):

The name parsing routines used in NCOA were modified the week of July 30. The previous routine was incorrectly parsing the name and in some cases deleting portions of the name. Using the new routine we were able to correct approximately 70,000 change-of-address records.

- 48-Month NCOA Database (Slide 18):

Effective July 1, all Licensees were required to modify the expiration date from 36 months to 48 months. The NCSC will analyze the effect of this change after one year and may increase the expiration date to 60 months.

- Non DSF confirmed record 'P' & 'S' Records (Slide 19):

New side addresses that cannot be validated against the Delivery Sequence File (DSF) have been modified. When the new side address is missing or has invalid secondary information, the deliverability code will contain an 'S' and the new address will be provided. If the new side primary address data cannot be confirmed, the deliverability code will contain a 'P' and the new address will not be provided. If during the life of the COA the DSF confirmation status changes,

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the 'P' or 'S' will be changed to reflect a valid address. The current NCOA master has approximately 1.4 million 'P' type records and approximately 4.4 million 'S' type records.

- Change of Address (COA) delete process (Slide 20):

Effective July 1, all Licensees were required to begin accepting and processing daily delete transactions from NCOA. These transactions are generated when a customer tells the NCSC that their mail is being forwarded incorrectly. Originally the daily delete file contained one day's worth of daily delete transactions. The daily delete transaction file is now a cumulative file that contains 30 days of daily delete transactions.

Slides 21-28 NCOA Database Future Enhancements

- Baby COAs (Slides 22-23):

The NCSC stated at last year's meeting that we would be creating baby COAs to be put on the NCOA file. At this time the NCSC will not be adding baby COAs.

- Electronic transfer of NCOA Updates (Slides 24):

The NCSC will be modifying the NCOA file fulfillment process to allow update fulfillment via the Internet.

- Add Non-Codeable new-side addresses (Slides 25):

Currently, new-side addresses that cannot be ZIP+4 coded are being deleted from the NCOA file. This accounts for approximately 1.4 million change-of-address records across 3 years. With the implementation of 'P' records these records can now be included on the NCOA file.

- Modify COAs with Default ZIP+4 assignments (Slides 26):

When an old side address matches to a default rural route, highway contract or highrise, and a match is made to a family move on NCOA, there is a risk of incorrectly forwarding a customer's mail. For example:

Input: Joe Smith	
RR 1	Should be (RR 1 Box 10)
38119-9800	
ZIP+4: RR 1	38119-9800
RR 1 Box Range (1-99)	38119-9801
NCOA: Smith, Stan	(family move)
RR 1	Should be (RR 1 Box 20)
38119-9800	

Current matching logic would allow the NCOA licensee to match to the NCOA address. However, as shown in the example above, Joe and Stan live at completely different addresses. Current software would incorrectly redirect Joe's mail to Stan's new address.

When these situations occur (family move with a default match) and a first name is present, the change-of-address will be changed to an individual order. If a first name is not present, the

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record will remain as presented and the licensee will make a NIXIE match. NIXIE code descriptions will be published at a later date.

- LACS Converted old side addresses (Slides 27-28):

Approximately 450 change-of-address records are received on a daily basis with an old-side address that has been through a 911 conversion. When this situation occurs, an additional COA will be created. The original COA will remain as presented and the new COA will replicate the original COA with the exception that the old side address will contain the new converted address. This will allow NCOA software to match to either address.

Slide 29-31 NCOA Proposed Matching Requirement Changes

- Secondary number matches to street type addresses (Slides 30):

Current NCOA matching rules require that secondary information on a mailer's file equal the secondary information on NCOA before they can be considered a match. This rule will be modified to the following:

- If the input secondary information and the NCOA secondary do not conflict (a conflict is when they both have secondary information that does not equal),

AND

- The old side address Level of Match code is 'S'

AND

- the change-of-address is a individual change-of-address. A match can be made.

OR

- If the input secondary information and the NCOA secondary do not conflict (a conflict is when they both have secondary information that does not equal),

AND

- The old side address Level of Match code is 'S'

AND

- the change-of-address is a family change-of-address with a first name, a match can be made using individual match logic.

Implementation will be announced at a later date.

- Allowing a match at the ZIP+4 level versus address components (Slide 31):

NCOA matching rules currently require that all standardized address components match the old side address components on NCOA to make a match. This rule will be modified to also allow the use of ZIP+4, primary number and secondary information as matching components when address component matching is unsuccessful.

Implementation will be announced at a later date.

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Slides 32-34 CFS Data Quality

- Electronic UARS (Slides 33):

When new side change-of-address records cannot be confirmed, the address is currently printed on a hardcopy card that is sent to the AMS office for corrective action. This process is a very manual process and requires the AMS offices, Delivery units, and CFS sites to manually correct the addressing deficiencies. This process corrects on average 25 percent of the deficiencies reported to the AMS offices. The NCSC plans to deploy by the end of the calendar year a new process that will electronically fulfill and monitor the address corrections. During testing in Seattle, it was determined that the new process will correct approximately 69 percent of the UARS addresses.

- AEC/Chaining/LACS Data to CFS (Slide 34):

When COA data is received from the CFS sites at the NCSC, some address cleansing tools are used to correct address deficiencies. If a correction can be made, the corrected address is used in NCOA. We have begun the process of providing this data back to the CFS sites. This will ensure that the CFS site data and the NCOA data remain synchronized.

Slide 35 DPV and NCOA

- How will DPV affect NCOA?

Refer to Slide 6.

Slide 36 Early Warning System (EWS)

Once CASS certified software is available that utilizes the EWS file, licensees will be required to utilize the EWS file as part of their ZIP+4 matching process.

Slide 37 MOVERSNET

- Internet Change of Address (ICOA):

On August 31, the ICOA program was modified to allow customers to electronically file change-of-address data for the states of VA, MA, and MD. To date we have processed over 2,000 COAs.

Slide 38 Postal Address Redirection System (PARS)

- Where are we today:

The PARS system will perform COA scanning versus the CFS sites having to reenter COAs. PARS will more efficiently process NIXIE mail received from delivery units. PARS will also forward mail to the customer's new address when the mail is processed at a mail processing plant, eliminating the need for the carrier to redirect the mail. The USPS will be pilot testing PARS in the Dulles, VA area prior to the end of the calendar year.

END - NCOA MINUTES

**Delivery Point Validation (DPV)
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Slide 2 Delivery Point Validation (DPV)

Delivery Point Validation (DPV) is a new address technology that assists the vendors in creating an interface that will improve addressing services. Using DPV, the customers can have accurate addresses that create better quality mail which will improve the deliverability for the USPS and its customers. It was stated that upon request the DPV basic file could be divided into one (1), or one hundred (100) files to reduce the amount of RAM required for efficiency.

Slide 3 What is DPV?

There is a distinct difference with two offerings. The basic DPV Licensed Product is a quality tool that identifies if an address is a valid delivery in accordance with the USPS database and if that delivery is a Commercial Mail Receiving Agency (CMRA). The other offering is called DSF² for Delivery Sequence File Second Generation and it is an address list management tool that provides additional address attributes.

The question was raised if the Basic Product will eventually have more of the attributes that the licensed service provides. No addition of other information is planned. The additional attributes are USPS intellectual property and need to remain with licensed service providers.

A discussion arose concerning the identification of secondary information and how DPV will determine if it is incorrect or missing since the DPV response is only a "Yes/No" answer. Addresses with secondary information can be processed in two steps to determine this. First, the entire input address is to be presented for validation. If the response is "Yes", the original address is valid. If the response is "No", drop the secondary information and present only the base address for validation. If the response is "No", then the address is invalid. If the response is "Yes", the base address is valid but the secondary is unconfirmed. It was further identified that if the base record that was validated was a high-rise, and no secondary was present, the interface can conclude that the primary was valid but the secondary was missing.

Slide 4 What is DPV?

Identification of the product continued to point out that DPV conforms to the requirement of Title 39 Sec 412 of the US Code in that it is a data-only product of secure hash tables that are impossible to reverse engineer to obtain a list of addresses. Although DPV is optional at this time, the USPS sees the need for vendors to introduce and present it to their customers as part of the CASS product line. A question about postal discounts was posed and at this time there are no discounts planned. DPV should be of value to customers by identifying addresses for which mailing items will not be deliverable.

Slide 5 What is DPV?

The discussion of "What is DPV?" was concluded with the statement that in and of itself, the DPV product cannot correct addresses or create address lists; DPV only confirms if the input address exists in the secure hash table.

Slide 6 How do you use the DPV Product?

The DPV product uses the output of a CASS-certified ZIP+4 address matching product to encode the ZIP code, primary, and secondary information used to query the hash table. The product is envisioned to be used everywhere the ZIP+4 product is currently used.

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Slide 7 How do I get DPV?

It was outlined that the product is available through the CASS Address Matching Software Vendors. The certification process is fairly simple in that it has four steps: application, development, testing, and licensing. Once the application is completed with the non-disclosure statement and other important information, such as contact information, a developer package with a Stage I test file will be sent. The vendors will write their interface and, when they are ready to test, a Stage II test file will be given. When that is passed, a license will be issued and the live data will be sent. The interface will need to identify the footnote codes that are expected to be given back to the customer.

Questions arose about when the product will be available. The license is currently being reviewed by the Legal department and we hope to have it out by the end of August. Several methods will be used to notify potential vendors when the product is ready for external development. A Commerce Business Daily article will be published. Information will be posted on RIBBS. Emails will be sent to those who have expressed an interest, and letters will be mailed to the current CASS software vendors.

The distribution of the data sets (the live data) will be to vendors only so they can wrap their interface around it and redistribute to their customers. The product will be valid the same length of time as the ZIP+4 product and will be synchronized with that product. The question was asked, "When will the USPS be ready technically to be able to distribute data?" The build process is already in operation and the product is in use internally.

Slide 8 Product Availability

The slide reiterated who will be licensed and when it will be available.

Slide 9 Open issues

The open issues were discussed from the CASS pre-meeting. The API and Online lookups were taken into account with the license. As long as the vendors will be writing the interface to protect their product as well as the USPS, there should not be a problem. Sales of DPV outside the United States will not be allowed because the ability to enforce U.S. laws outside the United States is limited.

A discussion of seed records confirmed that the USPS will be the administrator of ALL seeds. The USPS will create some universal seed records. Vendors may submit a pool of seeds to the USPS for consideration to be added to their vendor-specific product by the USPS.

The question arose about which parsed components would be required; the required components are the ZIP code, the primary number and the secondary number.

The USPS will synchronize the DPV product with the ZIP+4 product on a monthly basis. If a vendor's customers request alternate distribution cycles, the vendor will address those issues.

END – DPV MINUTES

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Slide 2 Certification and Licensing

The USPS *FASTforward* department is attempting to improve the process all the time. We enlist the vendors' assistance in:

- 1) Telling the customer what hardware and software configuration nomenclature is for the interface system they will be using;
- 2) Not using software uncertified at the vendor level with new customers;
- 3) Teaching customers how to process test decks and test files without vendor assistance.
- 4) Suggesting to customers to get their legal buy-in before getting too far down the certification path.

Slide 3 Activity Update

Figures are showing that both MLC and MLOCR processing are increasing. A breakout of the statistics for all processing is included in [Attachment 4](#).

Slide 4 Help Desk/Call Accounting

The most common problem still being reported is the Bad Password #2. Clearer communications between vendors and their customers concerning passwords will assist with this issue. Also, it was suggested that if the password information is carried forward when vendor software updates are loaded, the customers would not experience "break downs" requiring USPS assistance. Future changes for the vendors include adding the version numbers to the processing statistics.

Questions arose concerning vendor testing versus customer testing. The USPS will look into time-outs, testing vendors in a production mode, and look for better solutions. The USPS is also looking into testing of fonts/scripts for RVE and for the pound sign (#). A solution that fairly tests the common fonts and does not unfairly impact any one vendor is being sought.

Slide 5 New Products/New Changes

The biggest change was the reduction of the annual fee from \$10,000 to \$5,000. The reduction did not bring an immediate flood of new licensees. There was a question on the cost effectiveness of the \$5,000 with the new increase of address data that the USPS will investigate.

The FFMUN process has been implemented for use during all audits and for customer feedback. The number of COAs in the database has been increased and (like NCOA) a fast delete process to drop unwanted COAs has been implemented.

Questions were asked concerning the use of DPV in the *FASTforward* black box and how it may be implemented with OCR. The use of DPV is optional at this time and the USPS is looking into ways of allowing it to work for the OCR environment.

Slides 6&7 (Delivery Point Validation)

Jim covered this topic earlier and these are just overview slides.

END - *FASTforward* MINUTES

**Delivery Sequence File Second Generation (DSF²)
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Slide 2 DSF² Chart

Like DPV, the DSF² Licensed Service is beneficial to all parties: USPS, licensees, and customers.

Slides 3 - 5 What is DSF²?

Like DPV, DSF² is a data only, secure hash table that provides accurate delivery information. Unlike DPV, it provides additional address attributes. Unlike the current DSF, it does not provide a clear text list.

The other big difference between DPV and DSF² is that DSF² is for the sole purpose of processing address lists in preparation of mail that will be submitted to the USPS for acceptance and delivery.

Slide 5 is a list of the attributes that are included with DSF².

Slide 6 How do I get DSF²?

It was discussed that the DSF² product is going to be more open than the current DSF license. It will be offered through licensed service providers who are in the business of list management or who have a solid business plan to provide list management and who will provide this list management to outside customers. At least 51% of DSF² processing should be from external customers of the licensee. To do that, the licensee must advertise at least twice annually. There were some questions about what constitutes advertising. It was pointed out that the USPS did not want to get into defining what constitutes advertising but some method that reaches the mailing public in a very open way should be considered, not just a brochure on the counter.

Slides 7 & 8 How can I get licensed?

The discussion continued by saying that those who meet the prerequisites and agree to the license agreements/performance requirements should be able to become licensed. The USPS will restrict licenses from actual competitors of the USPS and foreign companies.

Like DPV, once the application starts and the non-disclosure, non-competitive statements are signed, the USPS will send a developer's kit with Stage I files and test tables. The packet should be ready by the end of August after our Legal department has cleared the language.

Slide 9 Open Issues

The price for DSF² has been set for the initial offering at \$100,000. Much discussion was presented as to how the USPS arrived at that figure and the \$10,000 for the DPV license. The USPS is also requiring the licensees to provide statistics on the lists processed. It was explained how the DMM language is being changed so that DSF and DSF² are equivalent processes and LOT and ELOT are equivalent. When that is accomplished, the DSF² licensees will be able to use ELOT for Walk Sequence and Saturation mailing discounts. ELOT, like LOT, will be available as a stand-alone product but will not be authorized for the deeper discounts.

A member asked questions about the quality of the information in DSF, including the elements associated with each address. Mike Garner explained that the elements that are most volatile are most likely to be incorrect, citing 'Vacant' as the element he feels may be the least accurate. He also mentioned how change of address data is being compared to the DSF data to identify when addresses marked vacant may appear to have had someone move into them. Further, he explained that the Postal Service invests in data quality by reviewing address data each year. 40 to 80 carrier routes are reviewed in each district each year. The review not only looks at the accuracy of the street name/number information, it also examines the sequence of addresses and the elements about each

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delivery such as delivery type and mode, vacant indicator, etc. He also added that the Postal Service is starting to deploy a system that links the sortplan program for barcode sorters to the AMS database. This will allow a better synchronization between the way mail is sorted and the DSF or DSF² product.

Mike also announced that the current fulfillment of the DSF product would be terminated 9 months after the introduction of the DSF² product. A question was asked about rebates on the current licensing fees based on the length of time they still receive the 'old' DSF product. Mike indicated that he would consult with the contracting officer to see what, if anything, could be done.

END – DSF² MINUTES

ATTACHMENT 1

Q&A DOCUMENT CONCERNING THE PROCESSING ACKNOWLEDGEMENT FORM (PAF)

Q1 Explain the difference between Administrator, Agent and Broker?

A1 A broker, or agent, is a third party who provides an interface between the end-user (client) and the licensee. They often collect address data from many small to medium-sized companies for submission to the licensee, providing technical support and program management for the end-user. The broker/agent may also receive updated address files from the licensee and return the updated address files to the end-user (client).

List Administrator: When an end-user (client) outsources its address list management operations to another company, that new company shall be defined as the list administrator. A list administrator differs from a broker/agent in that unlike a broker/agent, no return of updated address files is provided back to the original company. A list administrator retains and maintains the original company's address file(s).

Q2 Whose tax ID is used on the Customer Service Log?

A2 The tax ID on the CSL will be the client (address list owner) that signs the PAF. A separate file will reflect any broker/agent/list administrator information for your clients.

Q3 How do we report multiple Brokers on the Customer Service Log?

A3 Here are two scenarios: 1) Multiple brokers submit for the same client -- a PAF should be filled out for each broker and the CSL should report these as separate files processed because separate files are going to be returned to different brokers to be returned to the client. 2) The complete list goes through multiple brokers before reaching the licensee (and will be returned through the same chain) -- the final broker submitting the list to the licensee should sign the PAF and appear in the CSL.

Exception - If the list involves multiple third parties, i.e., List Administrator and broker/agent, then the CSL should reflect both and both should be shown on the PAF.

Q4 If a Broker/Agent orders NCOA services, are they our client?

A4 The list owner is the client. If the broker/agent owns the address list and they want a licensee to process it, yes, they are the client. However, if the broker/agent is 'brokering' for a client and sends that list to a licensee for processing, then no, they are not the client.

Q5 Is the PAF based on records input or output? Example...One client list input, several lists output to multiple Brokers.

A5 PAFs need to be filled out for each broker involved in a client's processing if a single file is to be split on return to multiple brokers (see #3 above).

Q6 If address changes occur for Client, Broker, Administrator or agent during the year is a new PAF required?

A6 No, an address change does not require a new PAF as long as it does not change company names, the signatures of authorization and/or PAF IDs as assigned by you. However, the PAF should be updated and can stand until expiration, then a new one is required.

ATTACHMENT 1

Q&A DOCUMENT CONCERNING THE PROCESSING ACKNOWLEDGEMENT FORM (PAF)

Q7 What about companies with multiple addresses, which address is to be used on the PAF (billing)?

A7 This is a licensee specific situation and determination should be addressed by your organization on which address you want the customer to use; however, typically it is the corporate office or headquarters address.

Q8 An NCOA licensee maintains and runs NCOA on the Stevens Ads database on behalf of Jack Sprat & Associates, the direct marketing agent for Stevens Ads. Our contract is with Jack Sprat & Associates. We do not send updated addresses to either Stevens Ads or Jack Sprat & Associates. Only the database maintained here is updated. We also process list rentals off of this file based upon purchase orders received from Richard's List Company.

A8 In this scenario, the client would be Stevens Ads, the broker/agent would be Jack Sprat & Associates, and the list administrator would be the NCOA licensee and they all would be listed on the PAF.

Q9 An NCOA licensee receives multiple rental lists from various sources to be processed via NCOA, as instructed by our client, VonSlep & Co., a direct marketing agency for Russell Bookout-Atchley. The party responsible for ordering these rental lists for VonSlep (RBA) is Saleco. The consolidated NCOA'd file is prepared for mailing (presorted, etc.) by the NCOA licensee and is shipped to a mailshop for lasering and mailing. The changed addresses are not posted or updated to a database; they are mailed only.

A9 Scenario 1) VonSlep & Company would be listed on the PAF as the client.
Scenario 2) If Saleco is a broker/agent for the NCOA licensee, then VonSlep would be the client and Saleco would be the broker.

Q10 An NCOA licensee receives instructions for NCOA processing on their database from our client, COSMO. The COSMO database is maintained by Remergent (COSMO's direct marketing agent), who maintains the database in-house. We send the NCOA changes back to Remergent.

A10 COSMO would be the client and Remergent would be the list administrator on the PAF.

Q11 Do NCOA licensees have to put their Tax ID number on every PAF document?

A11 As long as the National Customer Support Center (NCSC) has your current, correct Tax ID number on file, it will not be necessary for you to put it on every PAF. If changes occur to your Tax ID, you must inform the NCSC so we can make the necessary correction to our files.

Q12 If an NCOA licensee has a broker/agent who provides the PAF and required documentation to clients but does not handle the file from the client to the licensee and vice versa, do we have to list them as a broker?

A12 Yes, if a licensee uses a third-party to 'sell' the NCOA process on behalf of a licensee, which would include giving them the PAF and any required documentation, then they would need to sign the PAF as well, even though they did not handle the file.

ATTACHMENT 1

Q&A DOCUMENT CONCERNING THE PROCESSING ACKNOWLEDGEMENT FORM (PAF)

Q13 A service bureau owns a list of names and addresses, which they process regularly through NCOA. The service bureau sells or rents portions of the list to independent companies for the preparation of a mailing. Who is required to sign the Processing Acknowledgment Form (PAF)?

A13 The USPS considers that the PAF is a primary document in administering and accounting for the use of its customer change of address information. The entity that receives NCOA information with corresponding move information, indicating a move for an individual or family has occurred, must sign the PAF. Indicators used to identify that a move has occurred include but are not limited to; a check mark, the move effective date, the move type, or an electronic flag of any kind. The entity that receives any information of this kind must sign the PAF, which certifies that they have received Postal Service customer information.

Q14 If the service bureau in Q13 provides only an updated address list to the company with no indication (i.e. check mark, move effective date, move type, or electronic flag) that a move for an individual or family has occurred, must the company buying or renting the list sign the PAF?

A14 No.

Q15 A national political party committee brings a consolidated list of 12 million potential primary voters to a licensee for processing. The committee list is consolidated from different state or precinct lists across the United States. Who must sign the PAF?

A15 The national political party committee should sign the PAF. The committee, the states and the precincts are part and parcel of the national party, and as such, are considered to be a single organization. Because they are all part of the same organization, the national committee is allowed to return NCOA information as well as corresponding move information (see A13) to the states and precincts.

Q16 A licensee owns a list of names and addresses which is rented or sold to independent businesses for the preparation of a mailing. Who must sign the PAF?

A16 See A13. The licensee may sign the PAF if no corresponding move information is returned with the updated mailing list. The licensee should be mindful that without move information, the customer may be at a disadvantage if he intends to perform analysis on his list to assure its accuracy. The licensee's customer should always be advised that the move information is required to be provided to him when he signs the PAF.

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1	8	CUSTOMER ID Alphanumeric. Customer Processing Acknowledgment Form ID.	8	X(8)
9	38	COMPANY NAME Alphanumeric. Company name must be true and actual name on licensee record.	30	X(30)
39	39	ADDITIONAL NOTES The literal "A" in this field denotes that customer provided written request for longer processing period.	1	X(1)
40	40	SERVICES REQUESTED 1 = NCOA, Nixie, and DPV 2 = NCOA and Nixie only 3 = NCOA and DPV only 4 = Nixie and DPV only 5 = NCOA only 6 = Nixie only	1	X(1)
41	41	NCOA PROCESSING ONLY Alpha. Customer's address list was processed using NCOA data only. Y = Yes N = No	1	X(1)
42	43	NO. OF MONTHS PROCESSED AGAINST Numeric, right justified, zero filled. Age of NCOA records against which customer's address list was processed.	2	9(2)
44	44	MATCH LOGIC APPLIED Alpha. Type of match logic applied when processing mail list. S = Standard I = Individual	1	X(1)
45	52	DATE ADDRESS FILE RECEIVED Numeric. Format CCYYMMDD.	8	9(8)
53	60	DATE NCOA PROCESSING COMPLETED Numeric. Format CCYYMMDD.	8	9(8)
61	62	TOTAL PROCESSING DAYS Numeric, right justified, zero filled.	2	9(2)
63	73	TOTAL NUMBER OF RECORDS PROCESSED Numeric, right justified, zero filled.	11	9(11)
74	84	TOTAL NUMBER OF RECORDS MATCHED Numeric, right justified, zero filled.	11	9(11)
85	95	TOTAL NUMBER OF RECORDS ZIP+4 CODED Numeric, right justified, zero filled.	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
96	96	CLASS OF MAIL <i>Alphanumeric. Class of mail to be used for mailings produced from customer mailing list.</i> A = First-Class only B = Periodicals only C = Standard Mail only D = Package Services only E = First-Class & Periodicals F = First-Class & Standard Mail G = First-Class & Package Services H = Periodicals & Standard Mail I = Periodicals & Package Services J = Standard Mail & Package Services K = First-Class, Periodicals & Standard Mail L = First-Class, Periodicals & Package Services M = First-Class, Standard Mail & Package Services N = Periodicals, Standard Mail & Package Services O = First-Class, Periodical, Standard Mail, Package Services	1	9(1)
97	104	BROKER/AGENT ID	8	X(8)
105	112	LIST ADMINISTRATOR ID	8	X(8)
113	124	CUSTOMER TAX IDENTIFICATION NUMBER (TIN)	12	X(12)
		ZIP+4 MATCH STATISTICS		
125	135	Total matched to PO box record	11	9(11)
136	146	Total matched to highway contract record with box number	11	9(11)
147	157	Total matched to rural route default	11	9(11)
158	168	Total matched to firm record	11	9(11)
169	179	Total matched to general delivery	11	9(11)
180	190	Total matched to building/highrise	11	9(11)
191	201	Total matched to military zip default	11	9(11)
202	212	Total matched to non-deliverable	11	9(11)
213	223	Total matched to rural route with box number	11	9(11)
224	234	Total matched to street record	11	9(11)
235	245	Total matched to other	11	9(11)
246	256	EWS – No Match Count	11	9(11)
		Note: This refers to the Level of Match on the old-side address		
257	267	NCOA MATCH MADE WITH LEVEL OF MATCH 'A'	11	9(11)
268	278	LEVEL OF MATCH 'A' – INDIVIDUAL MOVE	11	9(11)
279	289	LEVEL OF MATCH 'A' – FAMILY MOVE	11	9(11)
290	300	LEVEL OF MATCH 'A' – BUSINESS MOVE	11	9(11)
301	311	LEVEL OF MATCH 'A' – FORWARDABLE MOVE	11	9(11)
312	322	LEVEL OF MATCH 'A' – NEW PRIM ADDR INVALID	11	9(11)
323	333	LEVEL OF MATCH 'A' – NEW SEC'Y # INVALID	11	9(11)
334	344	LEVEL OF MATCH 'A' – PO BOX CLOSED	11	9(11)
345	355	LEVEL OF MATCH 'A' – MOVED, LEFT NO ADDRESS	11	9(11)
356	366	LEVEL OF MATCH 'A' – FOREIGN MOVE	11	9(11)
367	377	LEVEL OF MATCH 'A' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
378	388	LEVEL OF MATCH 'A' – RETURNED FOOTNOTE 'A1'	11	9(11)
389	399	LEVEL OF MATCH 'A' – RETURNED FOOTNOTE 'A2'	11	9(11)
400	410	LEVEL OF MATCH 'A' – RETURNED FOOTNOTE 'A3'	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
411	421	LEVEL OF MATCH 'A' – RETURNED FOOTNOTE 'A4'	11	9(11)
422	432	NCOA MATCH MADE WITH LEVEL OF MATCH 'B'	11	9(11)
433	443	LEVEL OF MATCH 'B' – INDIVIDUAL MOVE	11	9(11)
444	454	LEVEL OF MATCH 'B' – FAMILY MOVE	11	9(11)
455	465	LEVEL OF MATCH 'B' – BUSINESS MOVE	11	9(11)
466	476	LEVEL OF MATCH 'B' – FORWARDABLE MOVE	11	9(11)
477	487	LEVEL OF MATCH 'B' – NEW PRIM ADDR INVALID	11	9(11)
488	498	LEVEL OF MATCH 'B' – NEW SEC'Y # INVALID	11	9(11)
499	509	LEVEL OF MATCH 'B' – PO BOX CLOSED	11	9(11)
510	520	LEVEL OF MATCH 'B' – MOVED, LEFT NO ADDRESS	11	9(11)
521	531	LEVEL OF MATCH 'B' – FOREIGN MOVE	11	9(11)
532	542	LEVEL OF MATCH 'B' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
543	553	LEVEL OF MATCH 'B' – RETURNED FOOTNOTE 'A1'	11	9(11)
554	564	LEVEL OF MATCH 'B' – RETURNED FOOTNOTE 'A2'	11	9(11)
565	575	LEVEL OF MATCH 'B' – RETURNED FOOTNOTE 'A3'	11	9(11)
576	586	LEVEL OF MATCH 'B' – RETURNED FOOTNOTE 'A4'	11	9(11)
587	597	NCOA MATCH MADE WITH LEVEL OF MATCH 'C'	11	9(11)
598	608	LEVEL OF MATCH 'C' – INDIVIDUAL MOVE	11	9(11)
609	619	LEVEL OF MATCH 'C' – FAMILY MOVE	11	9(11)
620	630	LEVEL OF MATCH 'C' – BUSINESS MOVE	11	9(11)
631	641	LEVEL OF MATCH 'C' – FORWARDABLE MOVE	11	9(11)
642	652	LEVEL OF MATCH 'C' – NEW PRIM ADDR INVALID	11	9(11)
653	663	LEVEL OF MATCH 'C' – NEW SEC'Y # INVALID	11	9(11)
664	674	LEVEL OF MATCH 'C' – PO BOX CLOSED	11	9(11)
675	685	LEVEL OF MATCH 'C' – MOVED, LEFT NO ADDRESS	11	9(11)
686	696	LEVEL OF MATCH 'C' – FOREIGN MOVE	11	9(11)
697	707	LEVEL OF MATCH 'C' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
708	718	LEVEL OF MATCH 'C' – RETURNED FOOTNOTE 'A1'	11	9(11)
719	729	LEVEL OF MATCH 'C' – RETURNED FOOTNOTE 'A2'	11	9(11)
730	740	LEVEL OF MATCH 'C' – RETURNED FOOTNOTE 'A3'	11	9(11)
741	751	LEVEL OF MATCH 'C' – RETURNED FOOTNOTE 'A4'	11	9(11)
752	762	NCOA MATCH MADE WITH LEVEL OF MATCH 'D'	11	9(11)
763	773	LEVEL OF MATCH 'D' – INDIVIDUAL MOVE	11	9(11)
774	784	LEVEL OF MATCH 'D' – FAMILY MOVE	11	9(11)
785	795	LEVEL OF MATCH 'D' – BUSINESS MOVE	11	9(11)
796	806	LEVEL OF MATCH 'D' – FORWARDABLE MOVE	11	9(11)
807	817	LEVEL OF MATCH 'D' – NEW PRIM ADDR INVALID	11	9(11)
818	828	LEVEL OF MATCH 'D' – NEW SEC'Y # INVALID	11	9(11)
829	839	LEVEL OF MATCH 'D' – PO BOX CLOSED	11	9(11)
840	850	LEVEL OF MATCH 'D' – MOVED, LEFT NO ADDRESS	11	9(11)
851	861	LEVEL OF MATCH 'D' – FOREIGN MOVE	11	9(11)
862	872	LEVEL OF MATCH 'D' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
873	883	LEVEL OF MATCH 'D' – RETURNED FOOTNOTE 'A1'	11	9(11)
884	894	LEVEL OF MATCH 'D' – RETURNED FOOTNOTE 'A2'	11	9(11)
895	905	LEVEL OF MATCH 'D' – RETURNED FOOTNOTE 'A3'	11	9(11)
906	916	LEVEL OF MATCH 'D' – RETURNED FOOTNOTE 'A4'	11	9(11)
917	927	NCOA MATCH MADE WITH LEVEL OF MATCH 'E'	11	9(11)
928	938	LEVEL OF MATCH 'E' – INDIVIDUAL MOVE	11	9(11)
939	949	LEVEL OF MATCH 'E' – FAMILY MOVE	11	9(11)
950	960	LEVEL OF MATCH 'E' – BUSINESS MOVE	11	9(11)
961	971	LEVEL OF MATCH 'E' – FORWARDABLE MOVE	11	9(11)
972	982	LEVEL OF MATCH 'E' – NEW PRIM ADDR INVALID	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
983	993	LEVEL OF MATCH 'E' – NEW SEC'Y # INVALID	11	9(11)
994	1004	LEVEL OF MATCH 'E' – PO BOX CLOSED	11	9(11)
1005	1015	LEVEL OF MATCH 'E' – MOVED, LEFT NO ADDRESS	11	9(11)
1016	1026	LEVEL OF MATCH 'E' – FOREIGN MOVE	11	9(11)
1027	1037	LEVEL OF MATCH 'E' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1038	1048	LEVEL OF MATCH 'E' – RETURNED FOOTNOTE 'A1'	11	9(11)
1049	1059	LEVEL OF MATCH 'E' – RETURNED FOOTNOTE 'A2'	11	9(11)
1060	1070	LEVEL OF MATCH 'E' – RETURNED FOOTNOTE 'A3'	11	9(11)
1071	1081	LEVEL OF MATCH 'E' – RETURNED FOOTNOTE 'A4'	11	9(11)
1082	1092	NCOA MATCH MADE WITH LEVEL OF MATCH 'F'	11	9(11)
1093	1103	LEVEL OF MATCH 'F' – INDIVIDUAL MOVE	11	9(11)
1104	1114	LEVEL OF MATCH 'F' – FAMILY MOVE	11	9(11)
1115	1125	LEVEL OF MATCH 'F' – BUSINESS MOVE	11	9(11)
1126	1136	LEVEL OF MATCH 'F' – FORWARDABLE MOVE	11	9(11)
1137	1147	LEVEL OF MATCH 'F' – NEW PRIM ADDR INVALID	11	9(11)
1148	1158	LEVEL OF MATCH 'F' – NEW SEC'Y # INVALID	11	9(11)
1159	1169	LEVEL OF MATCH 'F' – PO BOX CLOSED	11	9(11)
1170	1180	LEVEL OF MATCH 'F' – MOVED, LEFT NO ADDRESS	11	9(11)
1181	1191	LEVEL OF MATCH 'F' – FOREIGN MOVE	11	9(11)
1192	1202	LEVEL OF MATCH 'F' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1203	1213	LEVEL OF MATCH 'F' – RETURNED FOOTNOTE 'A1'	11	9(11)
1214	1224	LEVEL OF MATCH 'F' – RETURNED FOOTNOTE 'A2'	11	9(11)
1225	1235	LEVEL OF MATCH 'F' – RETURNED FOOTNOTE 'A3'	11	9(11)
1236	1246	LEVEL OF MATCH 'F' – RETURNED FOOTNOTE 'A4'	11	9(11)
1247	1257	NCOA MATCH MADE WITH LEVEL OF MATCH 'G'	11	9(11)
1258	1268	LEVEL OF MATCH 'G' – INDIVIDUAL MOVE	11	9(11)
1269	1279	LEVEL OF MATCH 'G' – FAMILY MOVE	11	9(11)
1280	1290	LEVEL OF MATCH 'G' – BUSINESS MOVE	11	9(11)
1291	1301	LEVEL OF MATCH 'G' – FORWARDABLE MOVE	11	9(11)
1302	1312	LEVEL OF MATCH 'G' – NEW PRIM ADDR INVALID	11	9(11)
1313	1323	LEVEL OF MATCH 'G' – NEW SEC'Y # INVALID	11	9(11)
1324	1334	LEVEL OF MATCH 'G' – PO BOX CLOSED	11	9(11)
1335	1345	LEVEL OF MATCH 'G' – MOVED, LEFT NO ADDRESS	11	9(11)
1346	1356	LEVEL OF MATCH 'G' – FOREIGN MOVE	11	9(11)
1357	1367	LEVEL OF MATCH 'G' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1368	1378	LEVEL OF MATCH 'G' – RETURNED FOOTNOTE 'A1'	11	9(11)
1379	1389	LEVEL OF MATCH 'G' – RETURNED FOOTNOTE 'A2'	11	9(11)
1390	1400	LEVEL OF MATCH 'G' – RETURNED FOOTNOTE 'A3'	11	9(11)
1401	1411	LEVEL OF MATCH 'G' – RETURNED FOOTNOTE 'A4'	11	9(11)
1412	1422	NCOA MATCH MADE WITH LEVEL OF MATCH 'H'	11	9(11)
1423	1433	LEVEL OF MATCH 'H' – INDIVIDUAL MOVE	11	9(11)
1434	1444	LEVEL OF MATCH 'H' – FAMILY MOVE	11	9(11)
1445	1455	LEVEL OF MATCH 'H' – BUSINESS MOVE	11	9(11)
1456	1466	LEVEL OF MATCH 'H' – FORWARDABLE MOVE	11	9(11)
1467	1477	LEVEL OF MATCH 'H' – NEW PRIM ADDR INVALID	11	9(11)
1478	1488	LEVEL OF MATCH 'H' – NEW SEC'Y # INVALID	11	9(11)
1489	1499	LEVEL OF MATCH 'H' – PO BOX CLOSED	11	9(11)
1500	1510	LEVEL OF MATCH 'H' – MOVED, LEFT NO ADDRESS	11	9(11)
1511	1521	LEVEL OF MATCH 'H' – FOREIGN MOVE	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1522	1532	LEVEL OF MATCH 'H' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1533	1543	LEVEL OF MATCH 'H' – RETURNED FOOTNOTE 'A1'	11	9(11)
1544	1554	LEVEL OF MATCH 'H' – RETURNED FOOTNOTE 'A2'	11	9(11)
1555	1565	LEVEL OF MATCH 'H' – RETURNED FOOTNOTE 'A3'	11	9(11)
1566	1576	LEVEL OF MATCH 'H' – RETURNED FOOTNOTE 'A4'	11	9(11)
1577	1587	NCOA MATCH MADE WITH LEVEL OF MATCH 'I'	11	9(11)
1588	1598	LEVEL OF MATCH 'I' – INDIVIDUAL MOVE	11	9(11)
1599	1609	LEVEL OF MATCH 'I' – FAMILY MOVE	11	9(11)
1610	1620	LEVEL OF MATCH 'I' – BUSINESS MOVE	11	9(11)
1621	1631	LEVEL OF MATCH 'I' – FORWARDABLE MOVE	11	9(11)
1632	1642	LEVEL OF MATCH 'I' – NEW PRIM ADDR INVALID	11	9(11)
1643	1653	LEVEL OF MATCH 'I' – NEW SEC'Y # INVALID	11	9(11)
1654	1664	LEVEL OF MATCH 'I' – PO BOX CLOSED	11	9(11)
1665	1675	LEVEL OF MATCH 'I' – MOVED, LEFT NO ADDRESS	11	9(11)
1676	1686	LEVEL OF MATCH 'I' – FOREIGN MOVE	11	9(11)
1687	1697	LEVEL OF MATCH 'I' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1698	1708	LEVEL OF MATCH 'I' – RETURNED FOOTNOTE 'A1'	11	9(11)
1709	1719	LEVEL OF MATCH 'I' – RETURNED FOOTNOTE 'A2'	11	9(11)
1720	1730	LEVEL OF MATCH 'I' – RETURNED FOOTNOTE 'A3'	11	9(11)
1731	1741	LEVEL OF MATCH 'I' – RETURNED FOOTNOTE 'A4'	11	9(11)
1742	1752	NCOA MATCH MADE WITH LEVEL OF MATCH 'J'	11	9(11)
1753	1763	LEVEL OF MATCH 'J' – INDIVIDUAL MOVE	11	9(11)
1764	1774	LEVEL OF MATCH 'J' – FAMILY MOVE	11	9(11)
1775	1785	LEVEL OF MATCH 'J' – BUSINESS MOVE	11	9(11)
1786	1796	LEVEL OF MATCH 'J' – FORWARDABLE MOVE	11	9(11)
1797	1807	LEVEL OF MATCH 'J' – NEW PRIM ADDR INVALID	11	9(11)
1808	1818	LEVEL OF MATCH 'J' – NEW SEC'Y # INVALID	11	9(11)
1819	1829	LEVEL OF MATCH 'J' – PO BOX CLOSED	11	9(11)
1830	1840	LEVEL OF MATCH 'J' – MOVED, LEFT NO ADDRESS	11	9(11)
1841	1851	LEVEL OF MATCH 'J' – FOREIGN MOVE	11	9(11)
1852	1862	LEVEL OF MATCH 'J' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
1863	1873	LEVEL OF MATCH 'J' – RETURNED FOOTNOTE 'A1'	11	9(11)
1874	1884	LEVEL OF MATCH 'J' – RETURNED FOOTNOTE 'A2'	11	9(11)
1885	1895	LEVEL OF MATCH 'J' – RETURNED FOOTNOTE 'A3'	11	9(11)
1896	1906	LEVEL OF MATCH 'J' – RETURNED FOOTNOTE 'A4'	11	9(11)
1907	1917	NCOA MATCH MADE WITH LEVEL OF MATCH 'K'	11	9(11)
1918	1928	LEVEL OF MATCH 'K' – INDIVIDUAL MOVE	11	9(11)
1929	1939	LEVEL OF MATCH 'K' – FAMILY MOVE	11	9(11)
1940	1950	LEVEL OF MATCH 'K' – BUSINESS MOVE	11	9(11)
1951	1961	LEVEL OF MATCH 'K' – FORWARDABLE MOVE	11	9(11)
1962	1972	LEVEL OF MATCH 'K' – NEW PRIM ADDR INVALID	11	9(11)
1973	1983	LEVEL OF MATCH 'K' – NEW SEC'Y # INVALID	11	9(11)
1984	1994	LEVEL OF MATCH 'K' – PO BOX CLOSED	11	9(11)
1995	2005	LEVEL OF MATCH 'K' – MOVED, LEFT NO ADDRESS	11	9(11)
2006	2016	LEVEL OF MATCH 'K' – FOREIGN MOVE	11	9(11)
2017	2027	LEVEL OF MATCH 'K' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2028	2038	LEVEL OF MATCH 'K' – RETURNED FOOTNOTE 'A1'	11	9(11)
2039	2049	LEVEL OF MATCH 'K' – RETURNED FOOTNOTE 'A2'	11	9(11)
2050	2060	LEVEL OF MATCH 'K' – RETURNED FOOTNOTE 'A3'	11	9(11)
2061	2071	LEVEL OF MATCH 'K' – RETURNED FOOTNOTE 'A4'	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
2072	2082	NCOA MATCH MADE WITH LEVEL OF MATCH 'L'	11	9(11)
2083	2093	LEVEL OF MATCH 'L' – INDIVIDUAL MOVE	11	9(11)
2094	2104	LEVEL OF MATCH 'L' – FAMILY MOVE	11	9(11)
2105	2115	LEVEL OF MATCH 'L' – BUSINESS MOVE	11	9(11)
2116	2126	LEVEL OF MATCH 'L' – FORWARDABLE MOVE	11	9(11)
2127	2137	LEVEL OF MATCH 'L' – NEW PRIM ADDR INVALID	11	9(11)
2138	2148	LEVEL OF MATCH 'L' – NEW SEC'Y # INVALID	11	9(11)
2149	2159	LEVEL OF MATCH 'L' – PO BOX CLOSED	11	9(11)
2160	2170	LEVEL OF MATCH 'L' – MOVED, LEFT NO ADDRESS	11	9(11)
2171	2181	LEVEL OF MATCH 'L' – FOREIGN MOVE	11	9(11)
2182	2192	LEVEL OF MATCH 'L' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2193	2203	LEVEL OF MATCH 'L' – RETURNED FOOTNOTE 'A1'	11	9(11)
2204	2214	LEVEL OF MATCH 'L' – RETURNED FOOTNOTE 'A2'	11	9(11)
2215	2225	LEVEL OF MATCH 'L' – RETURNED FOOTNOTE 'A3'	11	9(11)
2226	2236	LEVEL OF MATCH 'L' – RETURNED FOOTNOTE 'A4'	11	9(11)
2237	2247	NCOA MATCH MADE WITH LEVEL OF MATCH 'M'	11	9(11)
2248	2258	LEVEL OF MATCH 'M' – INDIVIDUAL MOVE	11	9(11)
2259	2269	LEVEL OF MATCH 'M' – FAMILY MOVE	11	9(11)
2270	2280	LEVEL OF MATCH 'M' – BUSINESS MOVE	11	9(11)
2281	2291	LEVEL OF MATCH 'M' – FORWARDABLE MOVE	11	9(11)
2292	2302	LEVEL OF MATCH 'M' – NEW PRIM ADDR INVALID	11	9(11)
2303	2313	LEVEL OF MATCH 'M' – NEW SEC'Y # INVALID	11	9(11)
2314	2324	LEVEL OF MATCH 'M' – PO BOX CLOSED	11	9(11)
2325	2335	LEVEL OF MATCH 'M' – MOVE, LEFT NO ADDRESS	11	9(11)
2336	2346	LEVEL OF MATCH 'M' – FOREIGN MOVE	11	9(11)
2347	2357	LEVEL OF MATCH 'M' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2358	2368	LEVEL OF MATCH 'M' – RETURNED FOOTNOTE 'A1'	11	9(11)
2369	2379	LEVEL OF MATCH 'M' – RETURNED FOOTNOTE 'A2'	11	9(11)
2380	2390	LEVEL OF MATCH 'M' – RETURNED FOOTNOTE 'A3'	11	9(11)
2391	2401	LEVEL OF MATCH 'M' – RETURNED FOOTNOTE 'A4'	11	9(11)
2402	2412	NCOA MATCH MADE WITH LEVEL OF MATCH 'N'	11	9(11)
2413	2423	LEVEL OF MATCH 'N' – INDIVIDUAL MOVE	11	9(11)
2424	2434	LEVEL OF MATCH 'N' – FAMILY MOVE	11	9(11)
2435	2445	LEVEL OF MATCH 'N' – BUSINESS MOVE	11	9(11)
2446	2456	LEVEL OF MATCH 'N' – FORWARDABLE MOVE	11	9(11)
2457	2467	LEVEL OF MATCH 'N' – NEW PRIM ADDR INVALID	11	9(11)
2468	2478	LEVEL OF MATCH 'N' – NEW SEC'Y # INVALID	11	9(11)
2479	2489	LEVEL OF MATCH 'N' – PO BOX CLOSED	11	9(11)
2490	2500	LEVEL OF MATCH 'N' – MOVED, LEFT NO ADDRESS	11	9(11)
2501	2511	LEVEL OF MATCH 'N' – FOREIGN MOVE	11	9(11)
2512	2522	LEVEL OF MATCH 'N' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2523	2533	LEVEL OF MATCH 'N' – RETURNED FOOTNOTE 'A1'	11	9(11)
2534	2544	LEVEL OF MATCH 'N' – RETURNED FOOTNOTE 'A2'	11	9(11)
2545	2555	LEVEL OF MATCH 'N' – RETURNED FOOTNOTE 'A3'	11	9(11)
2556	2566	LEVEL OF MATCH 'N' – RETURNED FOOTNOTE 'A4'	11	9(11)
2567	2577	NCOA MATCH MADE WITH LEVEL OF MATCH 'O'	11	9(11)
2578	2588	LEVEL OF MATCH 'O' – INDIVIDUAL MOVE	11	9(11)
2589	2599	LEVEL OF MATCH 'O' – FAMILY MOVE	11	9(11)
2600	2610	LEVEL OF MATCH 'O' – BUSINESS MOVE	11	9(11)

NCOA MONTHLY CUSTOMER SERVICE LOG

ATTACHMENT 2

LAYOUT CHANGES

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
2611	2621	LEVEL OF MATCH 'O' – FORWARDABLE MOVE	11	9(11)
2622	2632	LEVEL OF MATCH 'O' – NEW PRIM ADDR INVALID	11	9(11)
2633	2643	LEVEL OF MATCH 'O' – NEW SEC'Y # INVALID	11	9(11)
2644	2654	LEVEL OF MATCH 'O' – PO BOX CLOSED	11	9(11)
2655	2665	LEVEL OF MATCH 'O' – MOVED, LEFT NO ADDRESS	11	9(11)
2666	2676	LEVEL OF MATCH 'O' – FOREIGN MOVE	11	9(11)
2677	2687	LEVEL OF MATCH 'O' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2688	2698	LEVEL OF MATCH 'O' – RETURNED FOOTNOTE 'A1'	11	9(11)
2699	2709	LEVEL OF MATCH 'O' – RETURNED FOOTNOTE 'A2'	11	9(11)
2710	2720	LEVEL OF MATCH 'O' – RETURNED FOOTNOTE 'A3'	11	9(11)
2721	2731	LEVEL OF MATCH 'O' – RETURNED FOOTNOTE 'A4'	11	9(11)
2732	2742	NCOA MATCH MADE WITH LEVEL OF MATCH 'P'	11	9(11)
2743	2753	LEVEL OF MATCH 'P' – INDIVIDUAL MOVE	11	9(11)
2754	2764	LEVEL OF MATCH 'P' – FAMILY MOVE	11	9(11)
2765	2775	LEVEL OF MATCH 'P' – BUSINESS MOVE	11	9(11)
2776	2786	LEVEL OF MATCH 'P' – FORWARDABLE MOVE	11	9(11)
2787	2797	LEVEL OF MATCH 'P' – NEW PRIM ADDR INVALID	11	9(11)
2798	2808	LEVEL OF MATCH 'P' – NEW SEC'Y # INVALID	11	9(11)
2809	2819	LEVEL OF MATCH 'P' – PO BOX CLOSED	11	9(11)
2820	2830	LEVEL OF MATCH 'P' – MOVED, LEFT NO ADDRESS	11	9(11)
2831	2841	LEVEL OF MATCH 'P' – FOREIGN MOVE	11	9(11)
2842	2852	LEVEL OF MATCH 'P' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
2853	2863	LEVEL OF MATCH 'P' – RETURNED FOOTNOTE 'A1'	11	9(11)
2864	2874	LEVEL OF MATCH 'P' – RETURNED FOOTNOTE 'A2'	11	9(11)
2875	2885	LEVEL OF MATCH 'P' – RETURNED FOOTNOTE 'A3'	11	9(11)
2886	2896	LEVEL OF MATCH 'P' – RETURNED FOOTNOTE 'A4'	11	9(11)
2897	2907	NCOA MATCH MADE WITH LEVEL OF MATCH 'Q'	11	9(11)
2908	2918	LEVEL OF MATCH 'Q' – INDIVIDUAL MOVE	11	9(11)
2919	2929	LEVEL OF MATCH 'Q' – FAMILY MOVE	11	9(11)
2930	2940	LEVEL OF MATCH 'Q' – BUSINESS MOVE	11	9(11)
2941	2951	LEVEL OF MATCH 'Q' – FORWARDABLE MOVE	11	9(11)
2952	2962	LEVEL OF MATCH 'Q' – NEW PRIM ADDR INVALID	11	9(11)
2963	2973	LEVEL OF MATCH 'Q' – NEW SEC'Y # INVALID	11	9(11)
2974	2984	LEVEL OF MATCH 'Q' – PO BOX CLOSED	11	9(11)
2985	2995	LEVEL OF MATCH 'Q' – MOVED, LEFT NO ADDRESS	11	9(11)
2996	3006	LEVEL OF MATCH 'Q' – FOREIGN MOVE	11	9(11)
3007	3017	LEVEL OF MATCH 'Q' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3018	3028	LEVEL OF MATCH 'Q' – RETURNED FOOTNOTE 'A1'	11	9(11)
3029	3039	LEVEL OF MATCH 'Q' – RETURNED FOOTNOTE 'A2'	11	9(11)
3040	3050	LEVEL OF MATCH 'Q' – RETURNED FOOTNOTE 'A3'	11	9(11)
3051	3061	LEVEL OF MATCH 'Q' – RETURNED FOOTNOTE 'A4'	11	9(11)
3062	3072	NCOA MATCH MADE WITH LEVEL OF MATCH 'R'	11	9(11)
3073	3083	LEVEL OF MATCH 'R' – INDIVIDUAL MOVE	11	9(11)
3084	3094	LEVEL OF MATCH 'R' – FAMILY MOVE	11	9(11)
3095	3105	LEVEL OF MATCH 'R' – BUSINESS MOVE	11	9(11)
3106	3116	LEVEL OF MATCH 'R' – FORWARDABLE MOVE	11	9(11)
3117	3127	LEVEL OF MATCH 'R' – NEW PRIM ADDR INVALID	11	9(11)
3128	3138	LEVEL OF MATCH 'R' – NEW SEC'Y # INVALID	11	9(11)
3139	3149	LEVEL OF MATCH 'R' – PO BOX CLOSED	11	9(11)
3150	3160	LEVEL OF MATCH 'R' – MOVED, LEFT NO ADDRESS	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
3161	3171	LEVEL OF MATCH 'R' – FOREIGN MOVE	11	9(11)
3172	3182	LEVEL OF MATCH 'R' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3183	3193	LEVEL OF MATCH 'R' – RETURNED FOOTNOTE 'A1'	11	9(11)
3194	3204	LEVEL OF MATCH 'R' – RETURNED FOOTNOTE 'A2'	11	9(11)
3205	3215	LEVEL OF MATCH 'R' – RETURNED FOOTNOTE 'A3'	11	9(11)
3216	3226	LEVEL OF MATCH 'R' – RETURNED FOOTNOTE 'A4'	11	9(11)
3227	3237	NCOA MATCH MADE WITH LEVEL OF MATCH 'S'	11	9(11)
3238	3248	LEVEL OF MATCH 'S' – INDIVIDUAL MOVE	11	9(11)
3249	3259	LEVEL OF MATCH 'S' – FAMILY MOVE	11	9(11)
3260	3270	LEVEL OF MATCH 'S' – BUSINESS MOVE	11	9(11)
3271	3281	LEVEL OF MATCH 'S' – FORWARDABLE MOVE	11	9(11)
3282	3292	LEVEL OF MATCH 'S' – NEW PRIM ADDR INVALID	11	9(11)
3293	3303	LEVEL OF MATCH 'S' – NEW SEC'Y # INVALID	11	9(11)
3304	3314	LEVEL OF MATCH 'S' – PO BOX CLOSED	11	9(11)
3315	3325	LEVEL OF MATCH 'S' – MOVED, LEFT NO ADDRESS	11	9(11)
3326	3336	LEVEL OF MATCH 'S' – FOREIGN MOVE	11	9(11)
3337	3347	LEVEL OF MATCH 'S' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3348	3358	LEVEL OF MATCH 'S' – RETURNED FOOTNOTE 'A1'	11	9(11)
3359	3369	LEVEL OF MATCH 'S' – RETURNED FOOTNOTE 'A2'	11	9(11)
3370	3380	LEVEL OF MATCH 'S' – RETURNED FOOTNOTE 'A3'	11	9(11)
3381	3391	LEVEL OF MATCH 'S' – RETURNED FOOTNOTE 'A4'	11	9(11)
3392	3402	NCOA MATCH MADE WITH LEVEL OF MATCH 'T'	11	9(11)
3403	3413	LEVEL OF MATCH 'T' – INDIVIDUAL MOVE	11	9(11)
3414	3424	LEVEL OF MATCH 'T' – FAMILY MOVE	11	9(11)
3425	3435	LEVEL OF MATCH 'T' – BUSINESS MOVE	11	9(11)
3436	3446	LEVEL OF MATCH 'T' – FORWARDABLE MOVE	11	9(11)
3447	3457	LEVEL OF MATCH 'T' – NEW PRIM ADDR INVALID	11	9(11)
3458	3468	LEVEL OF MATCH 'T' – NEW SEC'Y # INVALID	11	9(11)
3469	3479	LEVEL OF MATCH 'T' – PO BOX CLOSED	11	9(11)
3480	3490	LEVEL OF MATCH 'T' – MOVED, LEFT NO ADDRESS	11	9(11)
3491	3501	LEVEL OF MATCH 'T' – FOREIGN MOVE	11	9(11)
3502	3512	LEVEL OF MATCH 'T' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3513	3523	LEVEL OF MATCH 'T' – RETURNED FOOTNOTE 'A1'	11	9(11)
3524	3534	LEVEL OF MATCH 'T' – RETURNED FOOTNOTE 'A2'	11	9(11)
3535	3545	LEVEL OF MATCH 'T' – RETURNED FOOTNOTE 'A3'	11	9(11)
3546	3556	LEVEL OF MATCH 'T' – RETURNED FOOTNOTE 'A4'	11	9(11)
3557	3567	NCOA MATCH MADE WITH LEVEL OF MATCH 'U'	11	9(11)
3568	3578	LEVEL OF MATCH 'U' – INDIVIDUAL MOVE	11	9(11)
3579	3589	LEVEL OF MATCH 'U' – FAMILY MOVE	11	9(11)
3590	3600	LEVEL OF MATCH 'U' – BUSINESS MOVE	11	9(11)
3601	3611	LEVEL OF MATCH 'U' – FORWARDABLE MOVE	11	9(11)
3612	3622	LEVEL OF MATCH 'U' – NEW PRIM ADDR INVALID	11	9(11)
3623	3633	LEVEL OF MATCH 'U' – NEW SEC'Y # INVALID	11	9(11)
3634	3644	LEVEL OF MATCH 'U' – PO BOX CLOSED	11	9(11)
3645	3655	LEVEL OF MATCH 'U' – MOVED, LEFT NO ADDRESS	11	9(11)
3656	3666	LEVEL OF MATCH 'U' – FOREIGN MOVE	11	9(11)
3667	3677	LEVEL OF MATCH 'U' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3678	3688	LEVEL OF MATCH 'U' – RETURNED FOOTNOTE 'A1'	11	9(11)
3689	3699	LEVEL OF MATCH 'U' – RETURNED FOOTNOTE 'A2'	11	9(11)
3700	3710	LEVEL OF MATCH 'U' – RETURNED FOOTNOTE 'A3'	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
3711	3721	LEVEL OF MATCH 'U' – RETURNED FOOTNOTE 'A4'	11	9(11)
3722	3732	NCOA MATCH MADE WITH LEVEL OF MATCH 'V'	11	9(11)
3733	3743	LEVEL OF MATCH 'V' – INDIVIDUAL MOVE	11	9(11)
3744	3754	LEVEL OF MATCH 'V' – FAMILY MOVE	11	9(11)
3755	3765	LEVEL OF MATCH 'V' – BUSINESS MOVE	11	9(11)
3766	3776	LEVEL OF MATCH 'V' – FORWARDABLE MOVE	11	9(11)
3777	3787	LEVEL OF MATCH 'V' – NEW PRIM ADDR INVALID	11	9(11)
3788	3798	LEVEL OF MATCH 'V' – NEW SEC'Y # INVALID	11	9(11)
3799	3809	LEVEL OF MATCH 'V' – PO BOX CLOSED	11	9(11)
3810	3820	LEVEL OF MATCH 'V' – MOVED, LEFT NO ADDRESS	11	9(11)
3821	3831	LEVEL OF MATCH 'V' – FOREIGN MOVE	11	9(11)
3832	3842	LEVEL OF MATCH 'V' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
3843	3853	LEVEL OF MATCH 'V' – RETURNED FOOTNOTE 'A1'	11	9(11)
3854	3864	LEVEL OF MATCH 'V' – RETURNED FOOTNOTE 'A2'	11	9(11)
3865	3875	LEVEL OF MATCH 'V' – RETURNED FOOTNOTE 'A3'	11	9(11)
3876	3886	LEVEL OF MATCH 'V' – RETURNED FOOTNOTE 'A4'	11	9(11)
3887	3897	NCOA MATCH MADE WITH LEVEL OF MATCH 'W'	11	9(11)
3898	3908	LEVEL OF MATCH 'W' – INDIVIDUAL MOVE	11	9(11)
3909	3919	LEVEL OF MATCH 'W' – FAMILY MOVE	11	9(11)
3920	3930	LEVEL OF MATCH 'W' – BUSINESS MOVE	11	9(11)
3931	3941	LEVEL OF MATCH 'W' – FORWARDABLE MOVE	11	9(11)
3942	3952	LEVEL OF MATCH 'W' – NEW PRIM ADDR INVALID	11	9(11)
3953	3963	LEVEL OF MATCH 'W' – NEW SEC'Y # INVALID	11	9(11)
3964	3974	LEVEL OF MATCH 'W' – PO BOX CLOSED	11	9(11)
3975	3985	LEVEL OF MATCH 'W' – MOVED, LEFT NO ADDRESS	11	9(11)
3986	3996	LEVEL OF MATCH 'W' – FOREIGN MOVE	11	9(11)
3997	4007	LEVEL OF MATCH 'W' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
4008	4018	LEVEL OF MATCH 'W' – RETURNED FOOTNOTE 'A1'	11	9(11)
4019	4029	LEVEL OF MATCH 'W' – RETURNED FOOTNOTE 'A2'	11	9(11)
4030	4040	LEVEL OF MATCH 'W' – RETURNED FOOTNOTE 'A3'	11	9(11)
4041	4051	LEVEL OF MATCH 'W' – RETURNED FOOTNOTE 'A4'	11	9(11)
4052	4062	NCOA MATCH MADE WITH LEVEL OF MATCH 'X'	11	9(11)
4063	4073	LEVEL OF MATCH 'X' – INDIVIDUAL MOVE	11	9(11)
4074	4084	LEVEL OF MATCH 'X' – FAMILY MOVE	11	9(11)
4085	4095	LEVEL OF MATCH 'X' – BUSINESS MOVE	11	9(11)
4096	4106	LEVEL OF MATCH 'X' – FORWARDABLE MOVE	11	9(11)
4107	4117	LEVEL OF MATCH 'X' – NEW PRIM ADDR INVALID	11	9(11)
4118	4128	LEVEL OF MATCH 'X' – NEW SEC'Y # INVALID	11	9(11)
4129	4139	LEVEL OF MATCH 'X' – PO BOX CLOSED	11	9(11)
4140	4150	LEVEL OF MATCH 'X' – MOVED, LEFT NO ADDRESS	11	9(11)
4151	4161	LEVEL OF MATCH 'X' – FOREIGN MOVE	11	9(11)
4162	4172	LEVEL OF MATCH 'X' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
4173	4183	LEVEL OF MATCH 'X' – RETURNED FOOTNOTE 'A1'	11	9(11)
4184	4194	LEVEL OF MATCH 'X' – RETURNED FOOTNOTE 'A2'	11	9(11)
4195	4205	LEVEL OF MATCH 'X' – RETURNED FOOTNOTE 'A3'	11	9(11)
4206	4216	LEVEL OF MATCH 'X' – RETURNED FOOTNOTE 'A4'	11	9(11)
4217	4227	NCOA MATCH MADE WITH LEVEL OF MATCH 'Y'	11	9(11)
4228	4238	LEVEL OF MATCH 'Y' – INDIVIDUAL MOVE	11	9(11)
4239	4249	LEVEL OF MATCH 'Y' – FAMILY MOVE	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
4250	4260	LEVEL OF MATCH 'Y' – BUSINESS MOVE	11	9(11)
4261	4271	LEVEL OF MATCH 'Y' – FORWARDABLE MOVE	11	9(11)
4272	4282	LEVEL OF MATCH 'Y' – NEW PRIM ADDR INVALID	11	9(11)
4283	4293	LEVEL OF MATCH 'Y' – NEW SEC'Y # INVALID	11	9(11)
4294	4304	LEVEL OF MATCH 'Y' – PO BOX CLOSED	11	9(11)
4305	4315	LEVEL OF MATCH 'Y' – MOVED, LEFT NO ADDRESS	11	9(11)
4316	4326	LEVEL OF MATCH 'Y' – FOREIGN MOVE	11	9(11)
4327	4337	LEVEL OF MATCH 'Y' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
4338	4348	LEVEL OF MATCH 'Y' – RETURNED FOOTNOTE 'A1'	11	9(11)
4349	4359	LEVEL OF MATCH 'Y' – RETURNED FOOTNOTE 'A2'	11	9(11)
4360	4370	LEVEL OF MATCH 'Y' – RETURNED FOOTNOTE 'A3'	11	9(11)
4371	4381	LEVEL OF MATCH 'Y' – RETURNED FOOTNOTE 'A4'	11	9(11)
4382	4392	NCOA MATCH MADE WITH LEVEL OF MATCH 'Z'	11	9(11)
4393	4403	LEVEL OF MATCH 'Z' – INDIVIDUAL MOVE	11	9(11)
4404	4414	LEVEL OF MATCH 'Z' – FAMILY MOVE	11	9(11)
4415	4425	LEVEL OF MATCH 'Z' – BUSINESS MOVE	11	9(11)
4426	4436	LEVEL OF MATCH 'Z' – FORWARDABLE MOVE	11	9(11)
4437	4447	LEVEL OF MATCH 'Z' – NEW PRIM ADDR INVALID	11	9(11)
4448	4458	LEVEL OF MATCH 'Z' – NEW SEC'Y # INVALID	11	9(11)
4459	4469	LEVEL OF MATCH 'Z' – PO BOX CLOSED	11	9(11)
4470	4480	LEVEL OF MATCH 'Z' – MOVED, LEFT NO ADDRESS	11	9(11)
4481	4491	LEVEL OF MATCH 'Z' – FOREIGN MOVE	11	9(11)
4492	4502	LEVEL OF MATCH 'Z' – INPUT ADDRESS NOT ZIP+4 CODED	11	9(11)
4503	4513	LEVEL OF MATCH 'Z' – RETURNED FOOTNOTE 'A1'	11	9(11)
4514	4524	LEVEL OF MATCH 'Z' – RETURNED FOOTNOTE 'A2'	11	9(11)
4525	4535	LEVEL OF MATCH 'Z' – RETURNED FOOTNOTE 'A3'	11	9(11)
4536	4546	LEVEL OF MATCH 'Z' – RETURNED FOOTNOTE 'A4'	11	9(11)
4547	4557	TOTAL RECORDS WITH NIXIE MATCH	11	9(11)
4558	4568	NIXIE MATCH MADE WITH NIXIE CODE 'D'	11	9(11)
4569	4579	NIXIE MATCH MADE WITH NIXIE CODE 'E'	11	9(11)
4580	4590	NIXIE MATCH MADE WITH NIXIE CODE 'F'	11	9(11)
4591	4601	NIXIE MATCH MADE WITH NIXIE CODE 'G'	11	9(11)
4602	4612	NIXIE MATCH MADE WITH NIXIE CODE 'H'	11	9(11)
4613	4623	NIXIE MATCH MADE WITH NIXIE CODE 'I'	11	9(11)
4624	4634	NIXIE MATCH MADE WITH NIXIE CODE 'J'	11	9(11)
4635	4645	NIXIE MATCH MADE WITH NIXIE CODE 'K'	11	9(11)
4646	4656	NIXIE MATCH MADE WITH NIXIE CODE 'L'	11	9(11)
4657	4667	NIXIE MATCH MADE WITH NIXIE CODE 'M'	11	9(11)
4668	4678	NIXIE MATCH MADE WITH NIXIE CODE 'N'	11	9(11)
4679	4689	NIXIE MATCH MADE WITH NIXIE CODE 'O'	11	9(11)
4690	4700	NIXIE MATCH MADE WITH NIXIE CODE 'P'	11	9(11)
4701	4711	NIXIE MATCH MADE WITH NIXIE CODE 'Q'	11	9(11)
4712	4722	NIXIE MATCH MADE WITH NIXIE CODE 'R'	11	9(11)
4723	4733	NIXIE MATCH MADE WITH NIXIE CODE 'S'	11	9(11)
4734	4744	NIXIE MATCH MADE WITH NIXIE CODE 'T'	11	9(11)
4745	4755	NIXIE MATCH MADE WITH NIXIE CODE 'U'	11	9(11)
4756	4766	NIXIE MATCH MADE WITH NIXIE CODE 'V'	11	9(11)
4767	4777	NIXIE MATCH MADE WITH NIXIE CODE 'W'	11	9(11)
4778	4788	NIXIE MATCH MADE WITH NIXIE CODE 'X'	11	9(11)
4789	4799	NIXIE MATCH MADE WITH NIXIE CODE 'Y'	11	9(11)
4800	4810	NIXIE MATCH MADE WITH NIXIE CODE 'Z'	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

NCOA MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
		<i>NDI (National Deliverability Index) INFORMATION</i>		
4811	4821	<i>APT/STE NUMBERS</i> <i>Total number of ZIP +4 matches for addresses containing apartment/suite numbers for which an apartment/building record is identified in the ZIP+4 file.</i>	11	9(11)
4822	4832	<i>Route & Box Numbers</i> <i>Total number of ZIP +4 matches for addresses identified with "RR" or "HC" record types which contain route numbers and box numbers.</i>	11	9(11)
4833	4843	<i>5-DIGIT ZIP</i> <i>Total number of addresses with a correct 5-digit ZIP code as verified against the City/State and 5-digit files.</i>	11	9(11)
4844	4854	<i>CARRIER ROUTE CODES</i> <i>Total number of addresses with correct Carrier Route Codes.</i>	11	9(11)

Note: All numeric fields are right justified, zero filled.

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 1/2" diskette or electronically transferred. The file shall be named using "C," the 3-character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. CNAA1297.DAT)

ATTACHMENT 2

LAYOUT CHANGES

BROKER/AGENT FILE

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1	8	Broker/Agent ID	8	X(8)
9	58	Broker/Agent Company Name	50	X(50)
59	108	Broker/Agent Address	50	X(50)
109	136	City	28	X(28)
137	138	State	2	X(02)
139	143	ZIP Code	5	X(05)
144	147	Plus 4 Code	4	X(04)
148	157	Telephone Number	10	X(10)
158	169	Tax Identification Number (Tin)	12	X(12)
170	177	List Administrator ID	8	X(8)
178	227	List Administrator Company Name	50	X(50)
228	277	List Administrator Address	50	X(50)
278	305	City	28	X(28)
306	307	State	2	X(02)
308	312	ZIP Code	5	X(05)
313	316	Plus 4 Code	4	X(04)
317	326	Telephone Number	10	X(10)
327	338	Tax Identification Number (Tin)	12	X(12)

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on a 3 ½ inch diskette or electronically transferred. The file shall be named using "B," the 3-character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. BNAA1297.DAT)

ATTACHMENT 2

LAYOUT CHANGES

The following report shows the number of successful matches made corresponding with the appropriate move effective date (MED). For example, when reporting for the month of June 1998, MONTH 1 would equate to 199806. (NOTE: Month 1 is the current month of the current year.) The number of addresses matched to NCOA having the MED 10/95 would be reported under the heading "Addresses Matched MONTH 33."

48 MONTH MOVE ACTIVITY REPORT

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** ALL NUMERIC FIELDS ARE RIGHT JUSTIFIED, ZERO FILLED **				
1	3	LICENSEE'S ID The 3-character code assigned by the NCSC. Left justified, space filled. Example: NAA	3	9(3)
4	9	PROCESS DATE Numeric, format CCYYMM. Example: 199806	6	9(6)
10	20	ADDRESSES MATCHED MONTH 1 Total number of matches made with MED corresponding to the report date.	11	9(11)
21	31	ADDRESSES MATCHED MONTH 2 Total number of matches made with MED of 1 month prior to report date.	11	9(11)
32	42	ADDRESSES MATCHED MONTH 3 Total number of matches made with MED of 2 months prior to report date.	11	9(11)
43	53	ADDRESSES MATCHED MONTH 4 Total number of matches made with MED of 3 months prior to report date.	11	9(11)
54	64	ADDRESSES MATCHED MONTH 5 Total number of matches made with MED of 4 months prior to report date.	11	9(11)
65	75	ADDRESSES MATCHED MONTH 6 Total number of matches made with MED of 5 months prior to report date.	11	9(11)
76	86	ADDRESSES MATCHED MONTH 7 Total number of matches made with MED of 6 months prior to report date.	11	9(11)
87	97	ADDRESSES MATCHED MONTH 8 Total number of matches made with MED of 7 months prior to report date.	11	9(11)
98	108	ADDRESSES MATCHED MONTH 9 Total number of matches made with MED of 8 months prior to report date.	11	9(11)
109	119	ADDRESSES MATCHED MONTH 10 Total number of matches made with MED of 9 months prior to report date.	11	9(11)
120	130	ADDRESSES MATCHED MONTH 11 Total number of matches made with MED of 10 months prior to report date	11	9(11)
131	141	ADDRESSES MATCHED MONTH 12 Total number of matches made with MED of 11 months prior to report date.	11	9(11)
142	152	ADDRESSES MATCHED MONTH 13 Total number of matches made with MED of 12 months prior to report date.	11	9(11)
153	163	ADDRESSES MATCHED MONTH 14 Total number of matches made with MED of 13 months prior to report date.	11	9(11)
164	174	ADDRESSES MATCHED MONTH 15 Total number of matches made with MED of 14 months prior to report date.	11	9(11)
175	185	ADDRESSES MATCHED MONTH 16 Total number of matches made with MED of 15 months prior to report date.	11	9(11)
186	196	ADDRESSES MATCHED MONTH 17 Total number of matches made with MED of 16 months prior to report date.	11	9(11)
197	207	ADDRESSES MATCHED MONTH 18 Total number of matches made with MED of 17 months prior to report date.	11	9(11)
208	218	ADDRESSES MATCHED MONTH 19 Total number of matches made with MED of 18 months prior to report date.	11	9(11)
219	229	ADDRESSES MATCHED MONTH 20 Total number of matches made with MED of 19 months prior to report date.	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

48 MONTH MOVE ACTIVITY REPORT

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** ALL NUMERIC FIELDS ARE RIGHT JUSTIFIED, ZERO FILLED **				
230	240	ADDRESSES MATCHED MONTH 21 Total number of matches made with MED of 20 months prior to report date.	11	9(11)
241	251	ADDRESSES MATCHED MONTH 22 Total number of matches made with MED of 21 months prior to report date.	11	9(11)
252	262	ADDRESSES MATCHED MONTH 23 Total number of matches made with MED of 22 months prior to report date.	11	9(11)
263	273	ADDRESSES MATCHED MONTH 24 Total number of matches made with MED of 23 months prior to report date.	11	9(11)
274	284	ADDRESSES MATCHED MONTH 25 Total number of matches made with MED of 24 months prior to report date.	11	9(11)
285	295	ADDRESSES MATCHED MONTH 26 Total number of matches made with MED of 25 months prior to report date.	11	9(11)
296	306	ADDRESSES MATCHED MONTH 27 Total number of matches made with MED of 26 months prior to report date.	11	9(11)
307	317	ADDRESSES MATCHED MONTH 28 Total number of matches made with MED of 27 months prior to report date.	11	9(11)
318	328	ADDRESSES MATCHED MONTH 29 Total number of matches made with MED of 28 months prior to report date.	11	9(11)
329	339	ADDRESSES MATCHED MONTH 30 Total number of matches made with MED of 29 months prior to report date.	11	9(11)
340	350	ADDRESSES MATCHED MONTH 31 Total number of matches made with MED of 30 months prior to report date.	11	9(11)
351	361	ADDRESSES MATCHED MONTH 32 Total number of matches made with MED of 31 months prior to report date.	11	9(11)
362	372	ADDRESSES MATCHED MONTH 33 Total number of matches made with MED of 32 months prior to report date.	11	9(11)
373	383	ADDRESSES MATCHED MONTH 34 Total number of matches made with MED of 33 months prior to report date.	11	9(11)
384	394	ADDRESSES MATCHED MONTH 35 Total number of matches made with MED of 34 months prior to report date.	11	9(11)
395	405	ADDRESSES MATCHED MONTH 36 Total number of matches made with MED of 35 months prior to report date.	11	9(11)
406	416	ADDRESSES MATCHED MONTH 37 Total number of matches made with MED of 36 months prior to report date.	11	9(11)
417	427	ADDRESSES MATCHED MONTH 38 Total number of matches made with MED of 37 months prior to report date.	11	9(11)
428	438	ADDRESSES MATCHED MONTH 39 Total number of matches made with MED of 38 months prior to report date.	11	9(11)
439	449	ADDRESSES MATCHED MONTH 40 Total number of matches made with MED of 39 months prior to report date.	11	9(11)
450	460	ADDRESSES MATCHED MONTH 41 Total number of matches made with MED of 40 months prior to report date.	11	9(11)
461	471	ADDRESSES MATCHED MONTH 42 Total number of matches made with MED of 41 months prior to report date.	11	9(11)
472	482	ADDRESSES MATCHED MONTH 43 Total number of matches made with MED of 42 months prior to report date.	11	9(11)
483	493	ADDRESSES MATCHED MONTH 44 Total number of matches made with MED of 43 months prior to report date.	11	9(11)
494	504	ADDRESSES MATCHED MONTH 45 Total number of matches made with MED of 44 months prior to report date.	11	9(11)
505	515	ADDRESSES MATCHED MONTH 46 Total number of matches made with MED of 45 months prior to report date.	11	9(11)

ATTACHMENT 2

LAYOUT CHANGES

48 MONTH MOVE ACTIVITY REPORT

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** ALL NUMERIC FIELDS ARE RIGHT JUSTIFIED, ZERO FILLED **				
516	526	ADDRESSES MATCHED MONTH 47 Total number of matches made with MED of 46 months prior to report date.	11	9(11)
527	537	ADDRESSES MATCHED MONTH 48 Total number of matches made with MED of 47 months or more prior to report date.	11	9(11)
538	548	TOTAL ADDRESSES MATCHED Total number of matches made for all MEDs this report period.	11	9(11)

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 1/2" diskette or electronically transferred. The file shall be named using "M," the 3-character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. MNAA1297.DAT)

ATTACHMENT 2

LAYOUT CHANGES

WEEKLY NCOA UPDATE STATISTICS

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1	3	LICENSEE ID Alpha. The 3-character code assigned by the NCSC.	3	X(3)
4	6	RELEASE NUMBER Numeric. The three-digit release number corresponding to the current update.	3	9(3)
7	14	PROCESS DATE Numeric, format CCYYMMDD. Date update successfully loaded.	8	9(8)
15	23	MASTER FILE INPUT Numeric, right justified, zero filled. Total number of records on the INPUT master file.	9	9(9)
24	32	UPDATES APPLIED: ADDS Numeric, right justified, zero filled. Total number of add transactions applied during update process.	9	9(9)
33	41	UPDATES APPLIED: CHANGES Numeric, right justified, zero filled. Total number of change transactions applied during update process.	9	9(9)
42	50	UPDATES APPLIED: DELETES Numeric, right justified, zero filled. Total number of delete transactions applied during update process.	9	9(9)
51	59	INVALID TRANSACTIONS Numeric, right justified, zero filled.	9	9(9)
60	68	EXPIRED RECORDS Numeric, right justified, zero filled. Total number of records over 4 years old that were purged from the master file during update process.	9	9(9)
69	77	MASTER FILE OUTPUT Numeric, right justified, zero filled. Total number of records on the OUTPUT master file.	9	9(9)
78	86	INDIVIDUAL MOVES Numeric, right justified, zero filled. Total number of records on the master file with move type "I" (Individual).	9	9(9)
87	95	FAMILY MOVES Numeric, right justified, zero filled. Total number of records on the master file with move type "F" (Family).	9	9(9)
96	104	BUSINESS MOVES Numeric, right justified, zero filled. Total number of records on the master file with move type "B" (Business).	9	9(9)

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 ½" diskette or electronically transferred. The file shall be named using "U," the 3 character code assigned by the NCSC with the month, year and an extension of the weekly transaction number. (e.g. UNAA1297.300)

ATTACHMENT 2

LAYOUT CHANGES

NIXIE ELIMINATION SERVICE MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
ELIMINATED				

This report would be eliminated January 1, 2002 pending CSL Modification.

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 1/2" diskette or electronically transferred. The file shall be named using "X," the 3 character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. XNAA1297.DAT)

ATTACHMENT 2

LAYOUT CHANGES

LACS MONTHLY CUSTOMER SERVICE LOG

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1	8	CUSTOMER ID Alpha. NCOA Customer Processing Acknowledgment Form ID, when available.	8	X(8)
9	38	COMPANY NAME Alphanumeric. Company name must be true and actual name on licensee record.	30	X(30)
39	39	ADDITIONAL NOTES The literal "A" in this field denotes that customer provided written request for longer processing period.	1	X(1)
40	44	FILLER Reserved for future use.	5	X(5)
45	52	DATE ADDRESS FILE RECEIVED Numeric. Format: CCYYMMDD	8	9(8)
53	60	DATE LACS PROCESSING COMPLETED Numeric. Format: CCYYMMDD	8	9(8)
61	62	TOTAL PROCESSING DAYS Numeric, right justified, zero filled.	2	9(2)
63	73	TOTAL NUMBER OF RECORDS PROCESSED Numeric, right justified, zero filled.	11	9(11)
74	84	TOTAL NUMBER OF RECORDS MATCHED Numeric, right justified, zero filled.	11	9(11)
85	95	TOTAL NUMBER OF RECORDS ZIP+4 CODED Numeric, right justified, zero filled.	11	9(11)
96	96	FILLER	1	X(1)
		ZIP+4 MATCH STATISTICS		
97	107	Total matched to PO box record	11	9(11)
108	118	Total matched to highway contract record with box number	11	9(11)
119	129	Total matched to rural route default	11	9(11)
130	140	Total matched to firm record	11	9(11)
141	151	Total matched to general delivery	11	9(11)
152	162	Total matched to building/highrise	11	9(11)
163	173	Total matched to military zip default	11	9(11)
174	184	Total matched to non-deliverable	11	9(11)
185	195	Total matched to rural route with box number	11	9(11)
196	206	Total matched to street record	11	9(11)
207	217	Total matched to other	11	9(11)
218	228	EWS – No Match Count	11	9(11)
		LACS MATCHES BY RECORD TYPE		
229	239	'02' RR/HC W/BOX TO STREET-TYPE - SPLIT Total number of matches with LACS record type '02'	11	9(11)
240	250	'03' STREET-TYPE TO STREET-TYPE – SPLIT Total number of matches with LACS record type '03'	11	9(11)
251	261	'05' RR/HC W/BOX TO STREET-TYPE Total number of matches with LACS record type '05'	11	9(11)
262	272	'07' STREET-TYPE TO STREET-TYPE Total number of matches with LACS record type '07'	11	9(11)
273	283	'08' RR/HC W/O BOX TO STREET-TYPE Total number of matches with LACS record type '08'	11	9(11)

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 ½" diskette or electronically transferred. The file shall be named using "L," the 3 character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. LNAA1297.DAT)

ATTACHMENT 2

LAYOUT CHANGES

LACS UPDATE STATISTICS

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
** EXCEPT WHERE INDICATED, FIELDS ARE LEFT JUSTIFIED, SPACE FILLED **				
1	3	LICENSEE ID Alpha. The 3 character code assigned by the NCSC.	3	X(3)
4	6	RELEASE NUMBER Numeric. The three-digit release number corresponding to the current update.	3	9(3)
7	14	PROCESS DATE Numeric, format CCYYMMDD. Date update successfully loaded.	8	9(8)
15	23	TOTAL RECORDS Numeric, right justified, zero filled. Total number of records on the new LACS file.	9	9(9)
24	32	RECORD TYPE 02 Numeric, right justified, zero filled. Total number of type '02' records.	9	9(9)
33	41	RECORD TYPE 03 Numeric, right justified, zero filled. Total number of type '03' records.	9	9(9)
42	50	RECORD TYPE 05 Numeric, right justified, zero filled. Total number of type '05' records file.	9	9(9)
51	59	RECORD TYPE 07 Numeric, right justified, zero filled. Total number of type '07' records.	9	9(9)
60	68	RECORD TYPE 08 Numeric, right justified, zero filled. Total number of type '08' records.	9	9(9)

Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 ½" diskette or electronically transferred. The file shall be named using "S," the 3 character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. SNAA1297.DAT)

ATTACHMENT 3

NCOA DELIVERY POINT VALIDATION (DPV) STATISTICS LAYOUT

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	39	DPV Licensee Name	40	X(40)
40	47	Year/Month/Day Report Date	8	9(8)
48	55	Year/Month/Day Customer File Received	8	9(8)
56	63	Year/Month/Day Customer File Processed	8	9(8)
64	66	FILLER	3	X(3)
67	106	Customer Name	40	X(40)
107	118	Customer Tax Identification Number (TIN)	12	X(12)
119	121	Customer Standard Industry Code (SIC/NAICS)	6	X(6)
122	127	Customer ID Number	6	X(6)
128	136	Total Records Presented	9	9(9)
137	145	FILLER	9	9(9)
146	154	Total ZIP+4 Coded	9	9(9)
155	163	Street (S) records Coded	9	9(9)
164	172	FILLER	9	9(9)
173	181	High Rise (H) records Coded	9	9(9)
182	190	FILLER	9	9(9)
191	199	PO Box (P) records Coded	9	9(9)
200	208	FILLER	9	9(9)
209	217	RR/HC (R) records Coded	9	9(9)
218	226	FILLER	9	9(9)
227	235	Firm (F) records Coded	9	9(9)
236	244	General Delivery Coded	9	9(9)
245	253	Total Records DP Validated	9	9(9)
254	262	Street (S) records Validated	9	9(9)
263	271	CMRA Presented	9	9(9)
272	280	CMRA Validated	9	9(9)
281	460	FILLER	180	9(180)
461	469	High Rise (H) records Validated	9	9(9)
470	478	CMRA Presented	9	9(9)
479	487	CMRA Validated	9	9(9)
488	667	FILLER	180	9(180)
668	676	PO Box (P) records Validated	9	9(9)
677	712	FILLER	36	9(36)
713	721	RR/HC (R) records Validated	9	9(9)
722	730	CMRA Presented	9	9(9)
731	739	CMRA Validated	9	9(9)
740	919	FILLER	180	9(180)
920	928	Firm (F) records Validated	9	9(9)
929	937	CMRA Presented	9	9(9)
938	946	CMRA Validated	9	9(9)
947	1126	FILLER	180	9(180)
1127	1135	General Delivery Validated	9	9(9)
1136	1144	Total Primary No. Error	9	9(9)
1145	1153	Street (S) records Primary Err	9	9(9)
1154	1162	High Rise (H) records Primary Err	9	9(9)
1163	1171	PO Box (P) records Primary Err	9	9(9)
1172	1180	RR/HC (R) records Primary Err	9	9(9)
1181	1189	Firm (F) records Primary Err	9	9(9)

ATTACHMENT 3

NCOA DELIVERY POINT VALIDATION (DPV) STATISTICS LAYOUT

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1190	1198	Total Secondary No. Error	9	9 (9)
1199	1207	Street (S) records Secondary Err	9	9 (9)
1208	1216	High Rise (H) records Secondary Err	9	9 (9)
1217	1225	Firm (F) records Secondary Err	9	9 (9)
1226	1234	False Positives	9	9 (9)

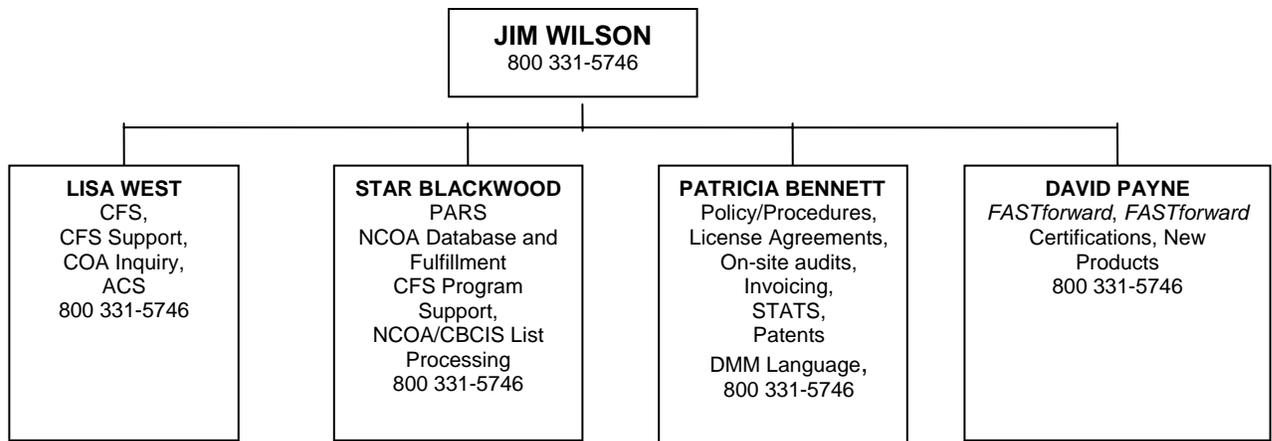
Note: This file shall be submitted in standard ASCII text format and sent to the NCSC on 3 ½" diskette or electronically transferred. The file shall be named using "D", the 3-character code assigned by the NCSC with the month, year and an extension of DAT. (e.g. DNAA1297.DAT)

NCOA & FASTforward® Statistical Data

CATAGORIES	*2001
MLOCR Licensees	173
MLOCR Active Boxes	216
MLOCR Active Platforms	300
MLOCR Pieces Processed (PASSIVE MODE)	1,162,089,491
MLOCR Pieces Processed (ACTIVE MODE)	3,093,508,239
MLOCR Pieces Moved	37,439,142
MLOCR Subscribers	147,480
MLC Licensees	170
MLC Active Boxes	188
MLC Active Platforms	188
MLC Records Processed	17,096,743,180
MLC Records Matched	280,446,139
MLC Subscribers	20,514
NCOA Licensees	18
NCOA Subscribers	17,529
NCOA Records Processed	147,043,179,485
NCOA Records Matched	9,062,818,597

*These figures are calculated through July 2001

NCOA and FASTforward National Customer Support Center Contact List



NOTE: NCOA and FASTforward testing/grading/scoring of audit media is performed by Bruce Kinser's department. Any questions concerning the testing/grading/scoring of your audits should be directed to Bruce's department at 800 331-5746.

ATTACHMENT 9

Q&A DOCUMENT CONCERNING PROPRIETARY FILES APRIL 19, 1994

NCOA LICENSEE QUESTIONS AND ANSWERS

April 19, 1994

Q1. A licensee maintains a customer file and that customer file is processed through NCOA for the purpose of obtaining a change of address. That new address from the NCOA change of address file then replaces the old address and the customer file is updated. Later, a portion of the names and addresses are selected for a mailing based upon pre-determined select criteria, but not all of the names with the changes of address are selected. Is this considered to be in preparation of a mailing and an acceptable use of NCOA?

A1. Yes, as long as the "select criteria" is not designed to specifically select "new" addresses (i.e., addresses that have been changed or updated). Criteria which selects a variety of addresses which, only incidentally, happens to include updated addresses as well as unchanged addresses, is acceptable.

Q2. A licensee maintains a list which is not necessarily a customer list. This list is processed through NCOA. The new address from the NCOA change of address file is used to replace the old address on the list. Later, a selected group of names and addresses are used for the purpose of mailing to those names and addresses. Is this considered to be in preparation of a mailing and an acceptable use of NCOA?

A2. Yes, as long as the "select criteria" is not designed to specifically select "new" addresses (i.e., addresses that have been changed or updated); otherwise, a "new movers" list would result. Criteria which selects a variety of addresses which, only incidentally, happens to include updated addresses, as well as unchanged addresses, is acceptable.

If new addresses that originated in a customer's NCOA processed list --rather than a licensee's proprietary list-- are "later selected" to be offered by the licensee to other customers or for any other purpose, the licensee must have the customer's permission to do that.

Note: The Postal Service considers it to be in its best interest, and in the interest of its ratepayers, to take advantage of opportunities which result in reduction of the volume of undeliverable-as-addressed mail. Accordingly, licensee NCOA processing to update their internal address files is an allowable practice that is incidental to having an NCOA license. It is further emphasized that the subject list in this question contains only one address per record, not both new and corresponding old address. If such lists/files are either offered to customers or are used for processing customer lists, the licensee must ensure that such lists will not accommodate usage to link old and corresponding new addresses.

ATTACHMENT 9

Q&A DOCUMENT CONCERNING PROPRIETARY FILES APRIL 19, 1994

Q3. A licensee's proprietary old/new address file is processed through NCOA. The old and new address from the NCOA change of address file is used to update the proprietary old/new address file. A customer's mailing list is then processed through this proprietary old/new address file with proprietary matching logic. The changes of address from this proprietary old/new address file are applied to the customer mailing list and this list is used to produce a mailing. Is this considered to be in preparation of a mailing and an acceptable use of NCOA?

A3. No. The NCOA File may not be used to update a proprietary licensee old/new address file.

Note: The Postal Service considers it to be in its best interest, and in the interest of its ratepayers, to take advantage of opportunities which result in reduction of the volume of undeliverable-as-addressed mail. Accordingly, licensee updating of their proprietary old/new address files, while generally prohibited, may be approved by the contracting officer for specific temporary one-time use in the preparation of a large mailing which would otherwise be prohibitively costly and inefficient. A licensee's proprietary old/new address file, updated by special approval with the NCOA File for a specific mailing, may not be used for any other purpose, sold, rented or otherwise offered to others, in whole or in part.

Q4. A non-licensee's proprietary old/new address file is processed by a licensee through NCOA. The changes of address from NCOA are used to update the proprietary old/new address file. A customer's mailing list is then processed through this proprietary old/new address file with proprietary matching logic. The changes of address from this proprietary old/new address file are applied to the customer mailing list and this list is used to produce a mailing. Is this considered to be in preparation of a mailing and an acceptable use of NCOA?

A4. No. This constitutes disclosure, albeit piecemeal, of the NCOA File by a licensee to a non-licensee.

Q5. A licensee maintains a customer file and that customer file is processed through NCOA for the purpose of obtaining a change of address. That new address from the NCOA change of address file is used to replace the corresponding old address in the customer's file, thereby updating the file. The old address is retained for the purpose of mailing to the "occupant" or "resident" at the old address (i.e., without including the name of an individual or family in the address). Is this considered to be in preparation of a mailing and an acceptable use of NCOA?

A5. No. The practice of using the NCOA file in this manner would be unacceptable if the "retained" addresses are used to build a special (e.g., targeted) address list such as, for example, a pending "new movers" list. This would be contrary to the spirit and intent of prohibiting "new movers" lists. However, "saturation" mailings to all addresses in a given area (e.g., a five-digit ZIP Code or other geographic area) need not be denuded of addresses which have been vacated.

ATTACHMENT 9

Q&A DOCUMENT CONCERNING PROPRIETARY FILES APRIL 19, 1994

- Q6. A licensee maintains a customer file and that customer file is processed through NCOA for the purpose of obtaining a change of address. The change of address is not used to update the customer file. Instead, it is used to test the validity of the changes of address from NCOA. To test the validity, mailings are sent to the old address using half of the change-of-address records in the updated customer file and to the new address using the other half. Is this considered to be in preparation of a mailing and an acceptable use of NCOA?
- A6. No. This is not an acceptable use of the NCOA File under the terms of the license. Any perceived need for additional quality control tests should be coordinated with the National Customer Support Center which maintains a well staffed, intensive ongoing quality control testing operation. Licensee suggestions of innovative additional test approaches are always welcome.
- Q7. (a) We understand that the USPS may initiate up to three process audits per year. (b) Is it true that we have up to three times to pass each audit, after which we will have to reimburse the Post Office \$2,000 for each additional attempt. Is there a limit on the number of attempts per audit? (c) During attempts to pass, can normal production still be run?
- A7. (a) This is not true. The Postal Service may perform NCOA audits as frequently as it determines is necessary.
- (b) No, it is not true that a licensee has up to three times (chances) to pass an audit. A licensee is given one chance to pass an audit. At the determination of the Postal Service, however, a licensee who fails an audit may or may not be allowed a chance to pass additional audits.
- (c) A licensee may continue normal production (operations) unless he has received a suspension or his license has been terminated.
- Q8. Paragraph 10, Termination for Cause, Section D states that if a Licensee subsequently fails a third consecutive audit, the license will be terminated. Is this point referencing the third process audit or is it referencing the number of consecutive tests within a single process audit?
- A8. Failure of three consecutive audits (including "additional audits," if any) will result in termination. However, termination could occur after one failure at the determination of the contracting officer in accordance with terms of the existing license.
- Q9. Since the files we created in the past are no longer "New Movers," may we continue to offer the older files that were created prior to the recent change in the license?
- A9. No. No "new movers" lists created by using the NCOA File may be offered by NCOA licensees.

ATTACHMENT 9

Q&A DOCUMENT CONCERNING PROPRIETARY FILES APRIL 19, 1994

Q10. If we have been using a form to ensure that NCOA processed customer files are not used for creating "new movers" files, does that comply with the intent of the second paragraph under 1.1 of Modification 75?

A10. No. See A3.

Q11. May we continue to offer our extended NCOA products as before, as long as the "new mover" proviso is honored since we are not offering it for rental?

A11. The second paragraph under 1.1 of Modification 75 goes beyond the topic of "new movers" lists. See A3 and A10.

Q12. We have reviewed the Modification you have submitted. Our principal concern is that, as drafted, the Licensor retains the sole discretion to terminate the license if they think there has been a violation or if they believe there have been three audit failures. There appears to be no mechanism for dealing with the situation in which the Licensee disputes such findings.

A12. To begin with, failure to pass one audit is sufficient cause for termination. Additionally, the licensor has other rights to terminate a license (e.g., with 60 days notice), absent any failure of an audit.

Initial attempts to resolve disputes should be with the Postal Service contracting officer.

Q13. Section 6.6 requires the Licensee at its own cost to make whatever modifications may be required in the future. We, of course, have a concern as to what these costs might be and what to do if they become prohibitively expensive. We would suggest that if the modifications become so massive as to require an expenditure in excess of a certain agreed upon amount, that such excess be borne by the United States Postal Service.

A13. Evolving Postal Service requirements and the licensees' obligations to comply with them have been (and continue to be) an integral part of the license agreement from the outset.

Q14. Concerning the planned customer "NCOA Processing Acknowledgment Form":
(a) Who must sign the form as the NCOA Licensee Representative? Must it be an officer?
(b) If we have a customer who submits lists for processing from multiple locations, will we need an acknowledgment form from each location or just one from the corporate level?
(c) Will a faxed acknowledgment form be acceptable?
(d) Once the customer NCOA Acknowledgment Form amendment is finalized and incorporated into our NCOA license, will those customers who have already signed an earlier acknowledgment form we have been using need to sign the new one?

ATTACHMENT 9

Q&A DOCUMENT CONCERNING PROPRIETARY FILES APRIL 19, 1994

- A14. (a) Yes, an officer will need to sign as the Licensee's representative.
(b) An acknowledgment form will be required once per calendar year from each location and from the corporate level if a customer submits lists for processing from multiple locations.
(c) A faxed acknowledgment form from each location will be acceptable provided that the signed original is received by the licensee for archiving within two weeks after the fax transmission.
d) Yes.
- Q15. What is the "required text" that is to be included in the licensee's brochure? Would the "National Change of Address" brochure (Notice 47) that is supplied by the USPS be acceptable as the brochure we included with our marketing materials?
- A15. The required text will be attached to an updated version of Modification 75, which will replace the previously issued Modification 75. Notice 47 is no longer considered current and does not constitute the required text that is to be incorporated into the Licensees' marketing brochures or information packet.
- Q16. In the planned customer "NCOA Processing Acknowledgment Form," reference is made to an "NCOA Information Packet." What are the minimum requirements for the packet?
- A16. The "required text" will constitute the minimum requirements of the "NCOA Information Packet."
- Q17. License Modification 75, Section 1.1 very clearly redefines the uses that may or may not be made of the NCOA file. What is not clear, however, is whether any now prohibited move information derived from the NCOA file, obtained prior to the issuance of this modification, must be withdrawn from the marketplace--and, if so, by when? Is a period of time granted to make necessary changes? If so, what is the time frame?
- A17. Rather than "redefining", modification 75 made more explicit the restrictions on the use of the NCOA file that were described in broader terms in the original license agreement. If a licensee recognizes that a product or service is being offered that exceeds authorized use of the NCOA file, such a product or service must be discontinued immediately. See Q9/A9 which discusses an example.